Pharmacy Reengineering (PRE) Inbound ePrescribing (IEP) 5.0 User Guide



May 2022

Version 5.0 (Unit 3 Part 2)

Department of Veterans Affairs (VA)

Office of Information and Technology (OIT)

Revision History

Date	Version	Description	Author
05/12/2022	5.0	PSO*7.0*667: Added screen captures for DEA Suffix Mismatch: Figure 3.6-24, Figure 3.6-28, Figure 3.6-53, and Figure 3.6-61	Liberty ITS
11/01/2021	5.0	PSO*7.0*617: • Updated all screen captures with the latest versions • Included changes related to Controlled Substance and Controlled Substance eRx processing • Updated Title page, Revision History, and Footers • Updated Sections 3.6.2.3, 3.6.2.4, 3.6.3.3, and 3.6.3.4	Liberty ITS
10/20/2020	4.0	PSO_7_0_p581_UM updated: • Updated all screen shots with the latest versions • Added paragraph numbers to all paragraphs • Updated terminology throughout to comply with NCPDP 2017071 standards • Added "Prohibit Renewal Request" functionality details under Unit 3 • Added New unit for RxChange Requests and Responses - Unit 5 • Moved CancelRx Requests and Responses under Unit 6 • Added RxRenewal Response – Replace Type under Unit 5 • Added Note for RxVerify functionality under Unit 3 • Added Note for Reject functional under Unit 3	Technatomy
05/05/2020	3.0	PSO*7.0*610: • Added note to indicate a minor change in the display of the Station ID drop-down list in the Reports tab • Updated Title page, Revision History, and Footers	Liberty ITS
03/23/2020	2.9	PSO*7.0*590: • Added production application URL • Updated Title page, Revision History, and Footers	Liberty ITS
03/05/2020	2.8	PSO*7.0*591: • Updated Figure 3-44 and 3-45 • Updated Title page, Revision History, and Footers	Liberty ITS
08/27/2019	2.7	PSO*7.0*567 updated: • Help Desk contact information/name • Screen capture dates for ERX Lookback Days beginning with page 108 through 203 • Corrected Figure 3-12 and reworded the bullets above • Added Figure 3-13 • Title page, TOC, LOF, and Footers	Liberty ITS

Date	Version	Description	Author
05/07/2019	2.6	 Updated document for the following: Standardized images throughout document Clarified patient DOB format under Table 3 Added Note to replace text "Dispense Notes" with "Substitutions" under Track/Audit Details screen in Section 5 Inbound/Outbound Message Detail Added Note to indicate the change of screen/page title from "Users" to "User Management" in section 2.2.5 User Management Included description for ERX LOOK-BACK DAYS display on the Holding Queue's Traditional View and Patient Centric Views in section in section 3.5.1.2.1. Non-Actionable records are those that are in the Holding Queue but are not displayed in the List View. All records acknowledged, removed, rejected, processed/completed and auto-canceled are non-actionable. Non-Actionable records further include: R_XRenewal Request R_XRenewal Response – Approved R_XRenewal Response – Approved with Changes (change to drug data only) R_XChange Request CancelR_X Response Inbound Errors related to CancelRx Responses For additional information on Actionable and Non- 	Technatomy
		Actionable eR _x Status Codes, refer to the tables in Appendix B: Holding Queue Status Codes & Descriptions in Unit 6 (PSO_7_0_P617_UM_6) available on the Veteran's Documentation Library (VDL). • eR _x Default Loopback Days • Replaced column label "LAST USER" with "LOCKED BY" and updated the description under Table 9 • Added the information for LOCKED BY column in section 3.5.2 Patient Centric View • Replaced Figure 3-14, Figure 3-16, Figure 3-17, Figure 3-18, Figure 3-19, Figure 3-42, Figure 3-52, Figure 3-55, Figure 3-56, Figure 3-57, Figure 3-59, Figure 3-60, Figure 3-61, and Figure 3-68 for updated layout • Added Note and included Figure 3.6-18 to indicate to the user that a Provider's DEA# has expired in section 3.6.2.3 Edit Provider • Removed reference to "Limited Duration" field from Validate Drug/SIG for the modified workflow in section 3.6.3.3 Edit Drug/SIG • Added description under Note for modified workflow in section 3.6.3.3.1 Additional Field-level Information • Added scenarios for Quantity/Days Supply workflow under VD Edit screen based on Available Dosage(s) in	

Date	Version	Description	Author
		section 3.6.3.3.2 Quantity/Days Supply work flow under Validate Drug/SIG > Edit: • Added Note to replace text "Qty Qualifier" with "Code List Qualifier" and replace, "DAW Code" with "Substitutions" in section 3.13 Complete Orders from OERR and Patient Prescription Processing • Added Note describing eR _x Date, Date Written, Issue Date, and Written Date fields in section 3.13 Complete Orders from OERR and Patient Prescription Processing	
11/09/2018	2.5	 Updated per HPS Review pgs. 55, 57, 87, 88, 90, 92, 194, and 195. Updated Cover page to month of November (pg. i) (TWR, 508 accessibility checks, document is compliant) 	Technatomy
10/24/2018	2.4	Update TOC – Remove Graphic and reran TOC	Technatomy
08/27/2018	2.3	Technical Writer Review and 508 accessibility checks	Technatomy
08/01/2018	2.2	Updated screenshots and added R _x Renewal Requests and Responses and CancelR _x Requests and Responses sections	Liberty ITS
07/28/2018	2.1	Updated screenshots and added 30-day Lookback	Technatomy
4/12/2018	2.0	Updated screenshots to include 2.1 changes	Liberty ITS
11/15/2017	1.0	Baseline release: • Updated Table of Figures • Updates based on feedback from HPS • Updated screenshots and verbiage throughout the document, formatting, and sections Inbound ePrescribing Workflow and Summary/Details screen, Pharmacy Management section • Updates made based on changes made during SureScripts Certification and IOC Production Testing	Technatomy

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3.6 Manual Validation

Prior to accepting a fillable $eR_X < AC >$ and moving the eR_X to Pending Outpatient Orders file, the VistA patient, provider, and drug/SIG must be validated. The eR_X is then further processed using Complete Orders from OERR [PSO LMOE FINISH] or Patient Prescription Processing [PSO LM BACKDOOR ORDERS].

The validation process begins by selecting one of the validate actions from the Summary/Details screen. For training, the sections further will show examples of NewRx processing. The remaining inbound fillable prescriptions follow the same workflow.

NOTE: Before the Drug/SIG on an eR_X can be manually validated, the eR_X Patient must have a linked VistA patient. The $\langle VD \rangle$ (Validate Drug/SIG) action has parenthesis around the action to signify this action is not available until a VistA patient is linked, as illustrated in the figure below.

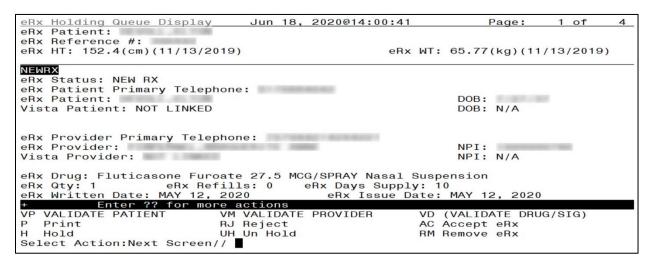


Figure 3.6-1: Summary/Details Screen Actions

3.6.1 Validate Patient

The patient must be validated before a fillable eR_X can be accepted. Information about the Patient Validation screen and editing the patient information is described in the following sections.

To validate patient information, type <**VP>** VALDIATE PATIENT from the Summary/Details screen. The Patient Validation screen displays and is described in the following sections.

Figure 3.6-2: Validate Patient

3.6.1.1 Patient Auto-Match in the Processing Hub

The following outlines the scenarios for a patient auto-match in the IEP Processing Hub before being sent down to VistA:

Patient Match - Primary Hub

- 1. MPI Check receive ICN and SSN from MPI if successful:
 - a. If SSN is sent on a NewRx, then the SSN is used in the auto-match with the MPI along with Last Name, First Name, DOB, Gender, Address Line 1, and Home Telephone Number. If Home Telephone Number is not sent, Primary Telephone is used.
 - b. If SSN is not sent on the NewRx, then the match is be done with MPI against Last Name, First Name, DOB, Gender, Address Line 1, and Home Telephone Number. If Home Telephone Number is not sent, Primary Telephone is used.
 - c. Since only the Last Name, First Name, DOB, and Gender are mandatory on a fillable prescription, the match is done against all the data pieces that are received.
 - d. When a patient is successfully matched, the patient registration at the sites is checked.
- 2. E&E Check Then E&E Services is checked to see if the patient is both enrolled and eligible to their system to receive pharmacy benefits (This is done using ICN retrieved from MPI).

Patient Secondary Match in VistA

- Case 1: Patient Auto match successful (MPI record found, E&E check passed, and Patient Site Registration passed).
 - a. Use the ICN received from MPI and check against the local Patient file entry; if passed, then link this VistA patient to eR_X Patient.
 - b. If ICN check fails, use the SSN received from MPI and check against the local Patient file entry; if passed, then link this VistA patient to eR_X Patient.
- Case 2: MPI Match successful but E&E check failed at the Hub:
 - a. Use the ICN received from MPI and check against the local Patient file entry; if passed, then link this VistA patient to eR_X Patient.
 - b. If ICN check fails, use the SSN received from MPI and check against the local Patient file entry; if passed, then link this VistA patient to eR_X Patient.
- Case 3: MPI match unsuccessful at the Hub:
 - a. No secondary match.

3.6.1.2 Patient Manual Validation Screen Overview

The header of the Patient Validation screen contains the eR_X Patient Name and the eR_X Reference #. Below the header is the eR_X and VistA information for the patient, including any known allergies where applicable.

If a match was NOT found for the eR_X Patient, the screen looks similar to the below figure. The Status field has "NOT VALIDATED", with "PATIENT NOT MATCHED" below the Status. No VistA patient information displays.

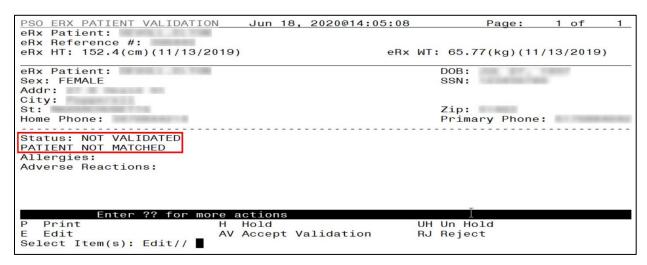


Figure 3.6-3: Patient Validation Screen Display - Patient Not Validated/Not Auto Matched

If a match is found, however, the patient has NOT been validated, the Summary/Details screen looks similar to the below figure. The Status field has "NOT VALIDATED", with VistA information displaying, where applicable.

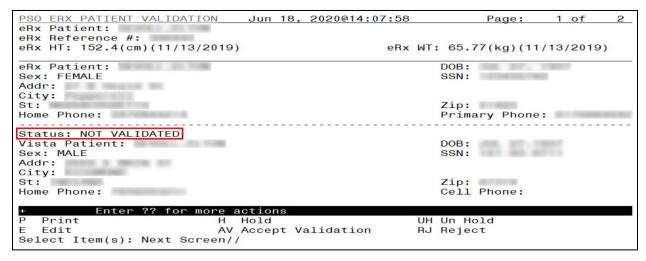


Figure 3.6-4: Patient Validation Screen Display - Patient Not Validated/Patient Auto Matched

If the VistA patient has known allergies, verified allergies display in the Allergies section.

```
PSO ERX PATIENT VALIDATION
                               Jun 18, 2020@14:08:32
                                                                Page:
                                                                         1 of
eRx Patient:
eRx Reference
eRx HT: 152.4(cm)(11/13/2019)
                                                  eRx WT: 65.77(kg)(11/13/2019)
Status: NOT VALIDATED
Vista Patient:
Sex: MALE
                                                         DOB:
                                                          SSN:
Addr:
City:
                                                         Zip:
St:
                                                          Cell Phone:
Home Phone:
Eligibility: SERVICE CONNECTED 50% to 100%
Pharmacy Narrative: DRUG REQUEST FOR NAPROSYN 375MG
Allergies
    Verified: HEADACHE PM, ALCOHOL, BEEF PRODUCTS, CARROTS
   -Verified: PENICILLIN,
      Remote:
Adverse Reactions:
          Enter ?? for more actions
                                                       UH Un Hold
                           AV Accept Validation
E Edit
Select Item(s): Quit//
                                                      RJ Reject
```

Figure 3.6-5: VistA Patient with Known Allergies

If the patient has been validated, the Status field above the VistA Patient contains "VALIDATED", with the user who performed the validation and date/timestamp.

```
PSO ERX PATIENT VALIDATION
                                  Jun 18, 2020@14:16:30
                                                                      Page:
                                                                                1 of
eRx Patient:
eRx Reference #:
eRx HT: 152.4(cm)(11/13/2019)
                                                       eRx WT: 65.77(kg)(11/13/2019)
eRx Patient:
                                                               DOB:
                                                               SSN:
Sex: FEMALE
City:
                                                               Zip:
St:
Home Phone:
                                                               Primary Phone: 6176884642
Status: VALIDATED
Vista Patient:
                                             JUN 18, 2020@14:16:09)
                                                               DOB:
Sex: MALE
                                                               SSN:
Addr:
City:
St:
                                                               Zip:
                                                               Cell Phone:
                          more actions
                              H Hold
AV Accept Validation
   Print
                                                            UH Un Hold
   Edit
                                                           RJ Reject
Select Item(s): Next Screen//
```

Figure 3.6-6: Patient Validated

The actions at the bottom of the Patient Validation screen include:

- <P> Print Prints display of the eR_X for printing to network or local printer.
- $\langle H \rangle$ Hold Places an eR_X on hold.
- $\langle UH \rangle$ Un Hold Removes an eR_X from a Hold.
- <E> Edit User edits if the information is empty or incorrect.
- <AV> Accept Validation User accepts the validation if information is correct.
- <RJ> Reject Rejects the eR_X.

3.6.1.3 Edit Patient

1. Enter **E** Edit to edit the patient information.

2. If a VistA patient already exists for the eR_X , the system displays a message confirming the edit.

A patient has already matched to a vista patient. Would you like to edit the patient? NO// \blacksquare

Figure 3.6-7: Edit Patient on a VistA Match

- 3. If a VistA patient match does not exist, the system prompts to select a patient at the "Select Patient Name" prompt. The partial or full name of the patient, DOB or SSN can be entered.
- 4. Select the correct patient and press **Enter**>.
- 5. A message displays confirming the patient selection. Enter <Y> Yes.
- 6. The select patient information populates the VistA Patient fields on the Patient Validation screen.

NOTE: A Warning Message displays if there is a DOB, Gender, and/or on the patient selected during the edit process.

CS NOTE: For Controlled Substance eRx records, an additional check is performed for the presence of at least a ZIP CODE for a patient residing in the US or a POSTAL for patients residing abroad. If not found, the message below will be displayed.

Figure 3.6-8: Mismatch Message

3.6.1.4 Accept Patient Validation

Once the patient information has been edited and reviewed for accuracy, the validation needs to be accepted on the Patient Validation screen.

- 1. Select <**AV**> Accept Validation on the Patient Validation screen to accept the provider validation.
- 2. A message displays confirming whether to mark the patient as validated. Enter <Y> Yes.

If the validation is successful, a message displays indicating that the validation was updated.

The Status changes to "VALIDATED" on the Patient Validation screen, along with the user who performed the validation and date/timestamp.

```
Would you like to mark this patient as VALIDATED?
Enter Yes or No: NO// YES
Validation Updated!!
Type <Enter> to continue or '^' to exit:
```

Figure 3.6-9: Confirm Acceptance of Patient Validation

A "[v]" displays to the right of the VistA Patient field on the Summary/Details screen.

```
eRx Holding Queue Display
                                 Jun 18, 2020@14:22:15
                                                                    Page:
                                                                               1 of
eRx Reference #:
eRx HT: 152.4(cm)(11/13/2019)
                                                      eRx WT: 65.77(kg)(11/13/2019)
eRx Status: IN PROCESS
eRx Patient Primary Telephone:
eRx Patient:
                                                                DOB:
Vista Patient[v]:
                                                                DOB:
eRx Provider Primary Telephone: eRx Provider:
                                                                NPI:
Vista Provider: NOT LINKED
                                                                NPI: N/A
eRx Drug: Fluticasone Furoate 27.5 MCG/SPRAY Nasal Suspension
eRx Qty: 1 eRx Refills: 0
eRx Written Date: MAY 12, 2020
                                         eRx Days Supply: 10
                                             eRx Issue
                                                        Date: MAY 12,
         Enter ?? for more actions
   VALIDATE PATIENT
                             VM VALIDATE PROVIDER
                                                              VALIDATE DRUG/SIG
                             RJ Reject
                                                              Accept eRx
H Hold
                             UH Un Hold
                                                          RM Remove eRx
Select Action:Next Screen//
```

Figure 3.6-10: Patient Validation Complete: Summary/Details Screen Indicator

CS NOTE: For Controlled Substance eRx records, the presence of at least a ZIP CODE for a patient residing in the US or a POSTAL CODE for patients residing abroad will be required. If not found, the message below will be displayed and the user will not be able to proceed with the Validation as shown below.

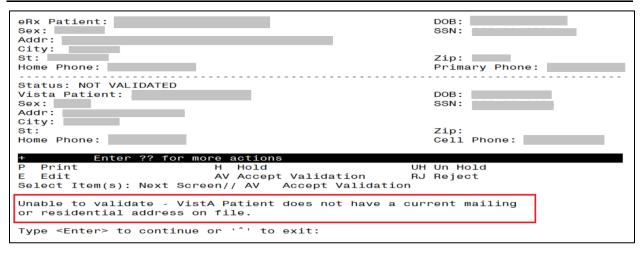


Figure 3.6-11: Patient Validation Unable To Validate Address Warning

3.6.1.5 Automatic Patient Validation

When a patient validation is accepted on one eR_X and there are additional eR_X es in the Holding Queue for the same patient, received on the same day, a message displays asking if the patient validation should be applied to the other eR_X es. Refer to Figure 3.6-12. If the user selects <Y> Yes, the system links and applies the patient validation for the eR_X es currently in the Holding Queue for that patient.

NOTE: Automatic Patient Validation is only available for NewRx.

The determination of the same patient is based on unique records from the ERX EXTERNAL PATIENT file (#52.46). The system only validates the same patients on eR_Xe s that are currently in the ERX HOLDING QUEUE file (#52.49) received at the time of the automatic patient validation. Patient validation is not applied for eR_Xe s received for that patient after the auto validation is applied. For example, if VA receives six eR_Xe s for the same patient on the same day, the user only has to validate the patient once. If eR_Xe s are received later that same day, those eR_Xe s need to be revalidated.

This patient has other Patient:	prescriptions for: Jun 16,	2020
DRUG	PROVIDER	REC DATE
1.) Fluticasone Furoa	ce 27.5	JUN 16, 2020

Figure 3.6-12: Automatic Patient Validation

To apply patient validation to other eR_X es in the Holding Queue for the same patient, received on the same day:

1. The system asks the user if the previous validation should be applied to the other eR_Xes received for the patient.

```
Would you like apply the above validation to these prescriptions? Enter Yes or No: N// \rm O
```

Figure 3.6-13: Apply Patient Validation to Other eRxes

- 2. Enter Y for Yes to apply the validation to the other eR_Xes for the patient. After selecting Yes, the patient validation is applied to the other eR_Xes . As previously noted, any eR_Xes received after this action will not be validated.
- 3. A message displays indicating that the validation was updated.
- 4. A "[v]" displays to the right of the VistA Patient field on the Summary/Details screen and the Status field changes to "VALIDATED" on the Patient Validation screen, along with the user who performed the validation and date/timestamp. This occurs for all the eR_Xes validated via the automatic patient validation process.
- 5. The statuses on all eR_Xes validated by the automatic patient validation process changes to "I" for In Process.

NOTE: When doing a batch validation for a patient, it is possible that one or more of the records for the patient is for Controlled Substance which requires the presence of at least a ZIP CODE for a patient residing in the US or a POSTAL CODE if they reside abroad. So, a check will be performed for such records and if the requirement is not fulfilled, the record will not be validated. The message below will be displayed for each record with this issue:

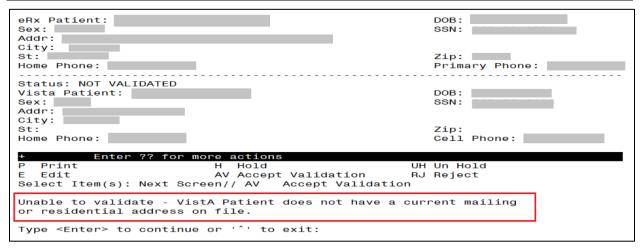


Figure 3.6-14: Patient Validation Unable To Validate Address Warning

3.6.2 Validate Provider

The provider must be validated before a fillable eR_X can be accepted.

To validate provider information, from the Summary/Details screen, type <**VM**> VALIDATE PROVIDER. The eR_X Provider Validation screen displays.

VP VALIDATE PATIENT	VM VALIDATE PROVIDER	VD VALIDATE DRUG/SIG
P Print	RJ Reject	AC Accept eRx
H Hold	UH Un Hold	RM Remove eRx
Select Action:Next Screen,	// VM VALIDATE PROVIDER	

Figure 3.6-15: Summary/Details Screen Action - Validate Provider

Information about the Validate Provider display and editing the provider information is described in the following sections.

3.6.2.1 Provider Auto-Match in the Processing Hub

The auto-match on an external provider is based upon the NPI of the prescriber coming in on the new eR_X . The NPI is matched against the VistA instance's NEW PERSON file (#200) entry. If the NPI matches and if the Provider is marked "Authorized to Write Meds" that is considered as a match. Upon successful match, the VistA provider is linked with the incoming provider's record in VistA.

3.6.2.2 Provider Manual Validation Screen Overview

The header of the Provider Validation screen contains the eR_X Patient Name and the eR_X Reference #. Below the header is the eR_X and VistA information for the provider, where applicable.

If a match was NOT found for the eR_X provider, the screen looks similar to the below figure. The Status field has "NOT VALIDATED", with "PROVIDER NOT MATCHED" below the Status. No provider information displays.

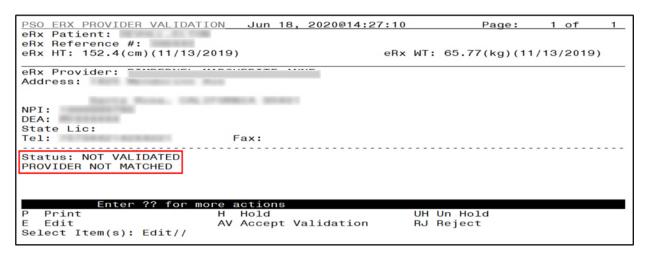


Figure 3.6-16: Provider Not Auto Matched / Not Validated

3.6.2.3 Edit Provider

To edit the provider information:

- 1. Press the **E** Edit action on the Provider Validation screen.
- 2. If no VistA provider information is in the system for the eR_X , the "Select Provider Name" prompt displays for searching for and selecting a provider.
 - a. Enter either the partial name or full name of the provider or the NPI of the Provider, or DEA of the Provider at the "Select Provider Name" prompt. If multiple providers exist with the same name exist, a list of providers is provided with additional identifying information (e.g., middle initial, mail code, and title, where applicable, etc.).
 - b. Select the provider.
- 3. If a VistA provider is currently linked for the eR_X, the system asks if the current provider should be modified.
 - a. Enter \leq Y > Yes.
 - b. Enter either the partial name or full name of the provider at the "Select Provider Name" prompt.
 - c. Select the provider.

Figure 3.6-17: Modify Current VistA Provider

- 4. Once the VistA provider is selected, the VistA provider fields populate on the Provider Validation screen, along with information whether the DEA of the Provider has expired or not.
- 5. The next step in the provider validation process is to accept the validation, which is described in the next section.

NOTE: The text, "Expired", displays when the DEA # of the selected VistA Provider has expired in File #200.



Figure 3.6-18: Select Provider Warning for Expired DEA#

CS NOTE: The following message displays upon selecting the Provider if the Provider's DEA date is expired.

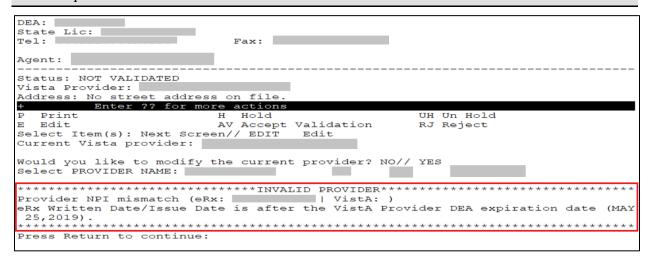


Figure 3.6-19: Select Provider DEA Expiration Date Message

CS NOTE: The following block message displays upon selecting the Provider if the Provider's eRx DEA number is missing.

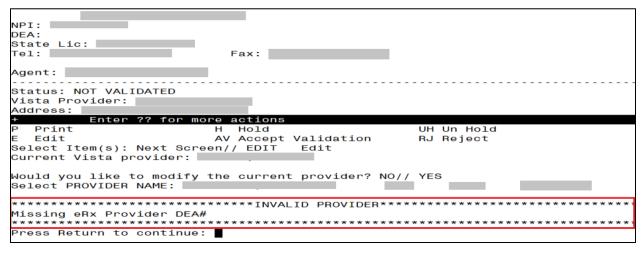


Figure 3.6-20: Select Provider Missing DEA Number Message

CS NOTE: The following warning message displays upon selecting the Provider if the VistA Provider does not have a valid DEA number on file.

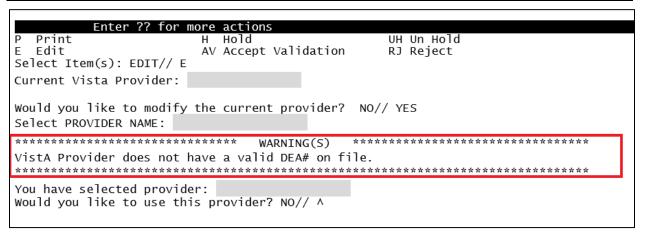


Figure 3.6-21: Select VistA Provider Missing DEA Number Warning Message

CS NOTE: The following warning message displays upon selecting the Provider if the eRx Provider does not have a valid DEA number on file.

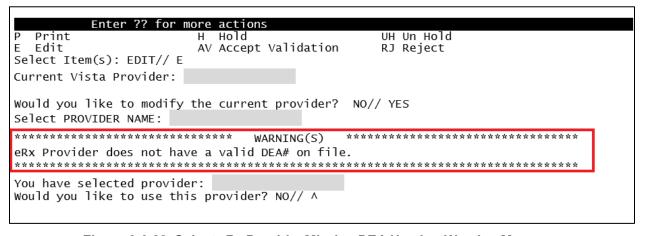


Figure 3.6-22: Select eRx Provider Missing DEA Number Warning Message

CS NOTE: The following warning message displays upon selecting the Provider if the eRx Provider's DEA number does not match the VistA DEA number on file.

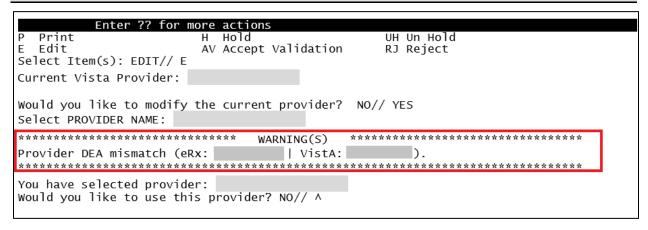


Figure 3.6-23: Select Provider DEA Number Mismatch Warning Message

CS NOTE: The following warning message displays upon selecting the Provider if the eRx Provider's DEA number matches the VistA DEA number on file, but contains a DEA suffix.

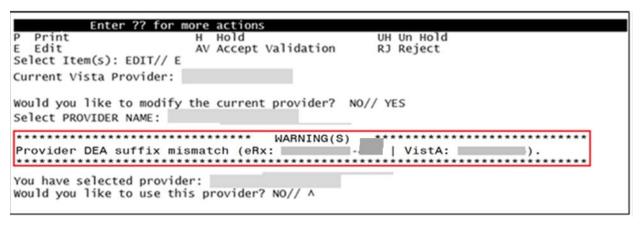


Figure 3.6-24: Select Provider DEA Number Suffix Mismatch Warning Message

CS NOTE: The following warning message displays upon selecting the Provider if the VistA Drug selected is a Controlled Substance, but the VistA Provider is not authorized to write for the Schedule of the Drug.

Enter ?? for mor	e actions	
P Print H		UH Un Hold
	V Accept Validation	RJ Reject
Select Item(s): EDIT// E		
Current Vista Provider:		
Would you like to modify th Select PROVIDER NAME:	e current provider?	NO// YES
*******	**** WARNING(S)	******************
VistA Provider	is NOT authorized	I to write to the schedule ([C-V])
of the VistA Drug selected.		*********
*****************	************	
You have selected provider: Would you like to use this		

Figure 3.6-25: Select VistA Provider Not Authorized Warning Message

CS NOTE: The following warning message displays upon selecting the Provider if the VistA Drug selected is a detox Drug and the VistA Provider does not have a valid detox number on file.

Enter ?? for mo	ore actions		·
P Print	н ноја	UH Un Hold	
E Edit	AV Accept Validation	RJ Reject	
Select Item(s): EDIT// E			
Current Vista Provider:			
Would you like to modify t Select PROVIDER NAME:	the current provider?	NO// YES	
*******	***** WARNING(S)	* * * * * * * * * * * * * * * * * * * *	1
VistA Provider	does not have a v	alid DETOX#.	
******		*********	
You have selected provider Would you like to use this			_

Figure 3.6-26: Select VistA Provider Missing DEA Number Warning Message

3.6.2.4 Accept Provider Validation

Once the correct provider has been selected and reviewed for accuracy, the next step is to accept the validation using the following steps.

1. Select < AV > ACCEPT VALIDATION on the Provider Validation screen to accept the provider validation.

NOTE: The following warning message displays upon selecting the validation if there is a DEA # and/or NPI mismatch.

Figure 3.6-27: Select Provider Warning Message

CS NOTE: The following warning message displays upon selecting the validation if the eRx Provider's DEA number matches the VistA DEA number on file, but the eRx Provider DEA contains a DEA suffix.

Figure 3.6-28: Accept Provider Validation Warning Message – DEA Suffix Mismatch

CS NOTE: The following block message displays upon selecting the validation if the Provider's Vista DEA number is missing.

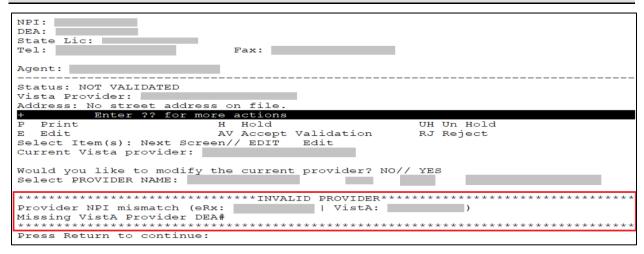


Figure 3.6-29: Select Provider Missing VistA DEA Number Message

CS NOTE: The following block message displays upon selecting the validation if the Provider's not authorized to write a scheduled Controlled Substance prescription.

```
Enter ?? for more actions
                          H Hold
AV Accept Validation
                                                      UH Un Hold
   Edit
                                                      RJ Reject
Select Item(s): Next Screen// EDIT Current Vista provider:
                                      Edit
This provider has already been validated.
Would you like to modify the current provider? NO// YES
Select PROVIDER NAME:
                                  ANS
                                               ENROLLMENT SYSTEM MOD
                                            Inbound ePrescribing CS
CHOOSE 1-2: 2
                                                 Inbound ePrescribing CS
Provider NPI mismatch (eRx:
                                 is NOT authorized to write to the schedule (2)
VistA Provider
of the VistA drug selected.
Press Return to continue:
```

Figure 3.6-30: Select Provider Not Authorized Message

CS NOTE: The following warning message displays upon selecting the validation if the eRx Provider does not have a valid DEA number and the Drug is not selected or the Drug selected is a Non-Controlled Substance.

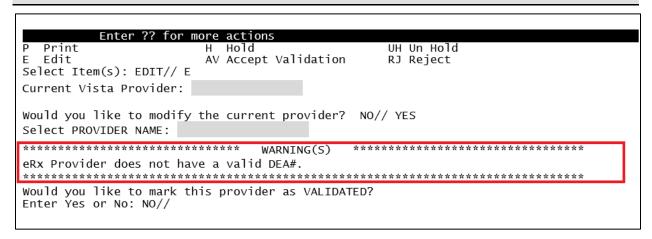


Figure 3.6-31: Select eRx Provider Missing DEA Number Warning Message

NOTE: The following warning message displays upon selecting the validation if the VistA Provider does not have a valid DEA number on file and Drug is not selected or Drug selected is a Non-Controlled Substance.

Enter ?? for mo	ore actions			
P Print	H Hold	UH Un Hold		
E Edit	AV Accept Validation	RJ Reject		
Select Item(s): EDIT// E	-	_		
Current Vista Provider:				
Would you like to modify the current provider? NO// YES Select PROVIDER NAME:				
*****	***** WARNING(S)	***********		
Provider NPI mismatch (eR:	x: Vis	tA:)		
VistA Provider does not have a valid DEA# on file.				
Would you like to mark this provider as VALIDATED? Enter Yes or No: NO//				

Figure 3.6-32: Select VistA Provider Missing DEA Number Warning Message

NOTE: The following block message displays upon selecting the validation if the eRx Provider's DEA number does not match the VistA DEA number and Drug is not selected or Drug selected is a Non-Controlled Substance.

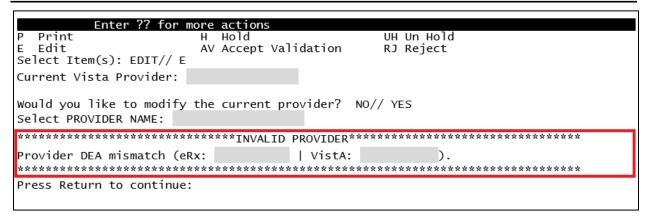


Figure 3.6-33: Select Provider DEA Mismatch Message

CS NOTE: The following block message displays upon selecting the validation if the VistA Drug selected is a Controlled Substance, but the VistA Provider is not authorized to write for the Schedule of the Drug.

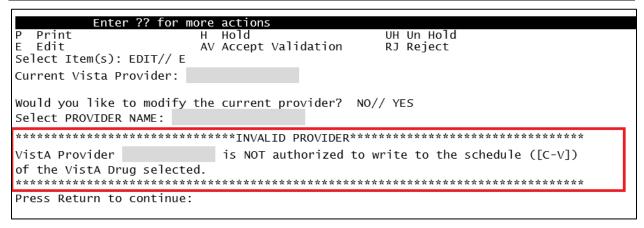


Figure 3.6-34: Select Provider Not Authorized Message

CS NOTE: The following block message displays upon selecting the validation if the VistA Drug selected is a detox Drug, but the VistA Provider does not have a valid Detox number on file.

5t DD 6				
Enter ?? for	more actions			
P Print	н но]d	UH Un Hold		
E Edit	AV Accept Validation	RJ Reject		
Select Item(s): EDIT// E		y		
Current Vista Provider:				
Would you like to modify Select PROVIDER NAME:	the current provider?	NO// YES		

VistA Provider does not have a valid DETOX#.				

Press Return to continue	:			

Figure 3.6-35: Select VistA Provider Invalid Detox Number Message

A message displays confirming whether to mark the provider as validated.

- 2. Enter $\langle \mathbf{Y} \rangle$ Yes.
- 3. If the validation is successful, a message displays indicating that the validation was updated. Type **Enter**> to continue or **Shift>**+<^> to Quit.

NOTE: If there are other eR_X es for the patient, written by the same provider, received on the same day for that patient, a message displays asking if the provider validation should be applied to those eR_X es. Refer to section 3.6.2.5 Automatic Provider Validation for more information.

- The Status field changes to "VALIDATED" on the Provider Validation screen and the user who accepted the validation and date/timestamp displays to the right of "VALIDATED".
- A "[v]" displays to the right of the VistA Provider field on the Summary/Details screen.

```
PSO ERX PROVIDER VALIDATION
                                Jun 18, 2020@14:36:06
eRx Patient:
eRx Reference #:
eRx HT: 152.4(cm)(11/13/2019)
                                                   eRx WT: 65.77(kg)(11/13/2019)
eRx Provider:
Address:
NPI:
DEA:
State Lic:
Tel:
                              Fax:
Status: NOT VALIDATED
Vista Provider:
Address:
                        more actions
                                                        UH Un Hold
                               Hold
                            AV Accept Validation
   Edit
                                                        RJ Reject
Select Item(s): Next Screen//
```

Figure 3.6-36: Before Provider Validation (Validate Provider Screen)

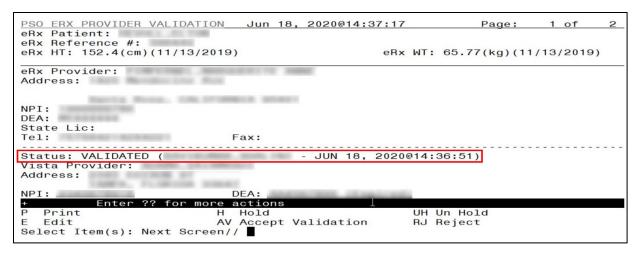


Figure 3.6-37: After Provider Validation (Validate Provider Screen)

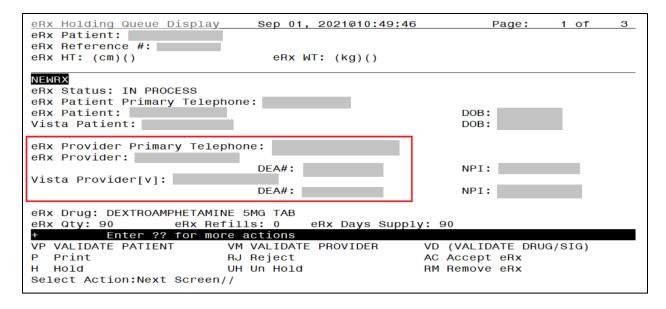


Figure 3.6-38: After Provider Validation (Summary/Details Screen)

3.6.2.5 Automatic Provider Validation

When a provider validation is accepted on one eR_X and there are additional eR_X es in the Holding Queue for the same patient by the same provider, received on the same day, a message displays asking if the other eR_X es for the patient written by the provider should be validated. If the user selects <Y> Yes, the system links and applies the provider validation for the eR_X es currently in the Holding Queue for the patient by the same provider.

NOTE: Automatic Provider Validation is available only for NewRx.

The determination of the same provider is based on unique records from the ERX EXTERNAL PERSON file (#52.48). The system only validates the same provider on eR_Xes that are currently in the ERX HOLDING QUEUE file (#52.49) for the same patient received on the same date. Provider validation is not applied for the same provider received after the auto validation is applied once. For example, if VA receives six eR_Xes for the same patient on the same day from

the same provider, the user only has to validate the provider once; however, if eR_X es are received after the automatic provider validation is applied (e.g., later that same day by that provider), the provider for those eR_X es needs to be validated.

```
There are other prescriptions for this patient, written by this provider on Jun 16, 2020
Provider:
Patient:

DRUG

PROVIDER

REC DATE

1.) Fluticasone Furoate 27.5

JUN 16, 2020

Would you like apply the above validation to these prescriptions?
Enter Yes or No: N// 0
```

Figure 3.6-39: Automatic Provider Validation

To apply the provider validation to the other eR_X es enter <Y> Yes. A message displays indicating that the validation was updated.

- The Status field on all the eR_Xes, where the provider validation has been applied, changes to "VALIDATED" on the Provider Validation screen and the user who accepted the validation and date/timestamp displays to the right of "VALIDATED".
- A "[v]" displays to the right of the VistA Provider field on the Summary/Details screen.
- The statuses on all eR_Xes validated by the automatic provider validation process changes to "I" for In Process.

3.6.3 Validate Drug/SIG

The drug/SIG information on the eR_X must be validated before a fillable eR_X can be accepted.

NOTE: A VistA patient must be linked (matched) before the Validate Drug/SIG action is available.

To validate drug/SIG information for the eR_X , type $\langle \mathbf{VD} \rangle$ Validate Drug/SIG from the Summary/Details screen. The Drug Validation screen displays and is described in the following sections.

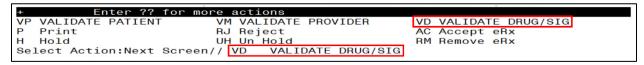


Figure 3.6-40: Validate Drug / SIG

3.6.3.1 Drug Auto-Match in the Processing Hub

The pre-conditions for a drug auto-match in the Processing Hub are that the drug should be a one-to-one match, should not be a Compound, not a Controlled Substance, should be Active, not Investigational and should be marked for Outpatient use in the local DRUG file (#50).

First, the drug description on the new eR_X is matched against the Drug Generic Name entry in the VistA instance's DRUG file (#50). If successful, the match stops right here, and the drug is linked in VistA.

If the match is not successful, the drug description is then matched against the VA Product Name entry in the VistA instance's VA PRODUCT file (#50.68). Then a drug in local file for the matched VA Product Name is identified, which should satisfy the preconditions. If the match is successful, the drug is linked in VistA.

If the match is not successful, the NDC is used to match against the VistA instance's NDC/UPN file (#50.67). Using the VA Product Name identified at this step, a drug in the local file for the matched VA Product Name is identified, which should satisfy the preconditions. If the match is successful, the drug is linked in VistA.

NOTE: The NDC is an optional field and may or may not be included with the new eR_X . For a supply, if UPC is sent, it is not matched against the NDC/UPN file (#50.67). Only the Drug Description match is attempted.

3.6.3.2 Drug/SIG Manual Validation Screen Overview

The header of the Drug/SIG Validation screen contains the eR_X Patient Name and the eR_X Reference #. Below the header is the eR_X and VistA information for the drug/SIG, where applicable.

If a match was NOT found for the VistA drug, the screen looks similar to the below figure. The Status field has "NOT VALIDATED", with "NOT MATCHED" to the right of the VistA Drug field. The other VistA drug/SIG fields may or may not be populated.

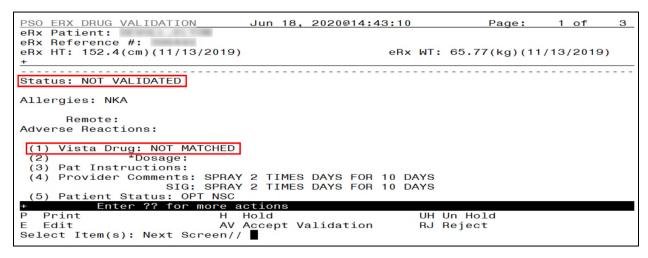


Figure 3.6-41: Drug Validation Screen Display - VistA Drug Not Validated / Not Auto Matched

If a VistA match was found for the drug, the screen looks similar to the below figure. The Status field has "NOT VALIDATED", with VistA drug/SIG information displaying in the VistA Drug field (#1).

```
PSO ERX DRUG VALIDATION
eRx Patient:
eRx Reference #:
eRx HT: 152.4(cm)(11/13/2019)
                                         Jun 18, 2020@14:45:20
                                                                                     Page:
                                                                   eRx WT: 65.77(kg)(11/13/2019)
Status: NOT VALIDATED
Allergies: NKA
        Remote:
Adverse Reactions:
 (1) Vista Drug: FLUTICASONE PROP 50MCG 120D NASAL INHL

Verb: INSTILL
(2) *Dosage: 2 SPRAYS

*Route: NASAL

*Schedule: BID
  (3) Pat Instructions:
             Enter ?? for more actions
                                                                         UH Un Hold
    Print
                                    H Hold
AV Accept Validation
    Edit
                                                                         RJ Reject
Select Item(s): Edit//
```

Figure 3.6-42: Drug Validation Screen Display - VistA Drug Matched / Not Validated

3.6.3.3 Edit Drug/SIG

- 1. To edit the drug/SIG information, use the <E>Edit action on the Drug Validation screen.
- 2. If the VistA drug/SIG information has been linked for the eR_X, the edit drug/SIG sequence prompts the user to select a field or select All fields.
 - Select Item (s): Quit// <E> Edit
 - Which fields (s) would you like to edit? (1-10) or "A" 11: A//
- 3. Under eR_X Holding Queue > Validate Drug/SIG screen > Edit, if a drug is already matched in the hub, that drug is displayed at the "select" prompt. The user is still allowed to change the drug by entering the drug name.
- 4. Under eR_X Holding Queue > Validate Drug/SIG screen > Edit, if a drug is not matched in the hub, at the "select" prompt, it is blank wherein the user can enter the drug name.
- 5. When a Yes/No confirmation is asked for the selected drug, if the user hits enter or selects "No", the control comes out of Edit mode back to VD screen.

NOTE: The eR_X Drug/SIG information from the external provider displays throughout the edit drug/SIG process as reference.

```
Current Vista Drug: FLUTICASONE PROP 50MCG 120D NASAL INHL
Select DRUG GENERIC NAME: FLUTICASONE PROP 50MCG 120D NASAL INHL// NT
200 N/F This drug will not be processed without Drug Request Form 10-7
144

You have selected: FLUTICASONE PROP 50MCG 120D NASAL INHL
Would you like to use this drug/supply?
Enter Yes or No: YES

ERX Drug: Fluticasone Furoate 27.5 MCG/SPRAY Nasal Suspension
eRX Sig:
1 Spray by Each Nare route 2 times daily
eRx Notes: SPRAY 2 TIMES DAYS FOR 10 DAYS

There are 4 Available Dosage(s):
1. 1 SPRAY
2. 2 SPRAYS
3. 1 DROP

Enter RETURN to view additional dosages or ''' to exit the list of dosages:
```

Figure 3.6-43: eR_x Display during Edit Drug / SIG

- 6. Next, enter the Dosage. Either enter a free text dose or enter a question mark <?> to view a list of available dosages. The system prompts the user to confirm the selected dosage.
 - a. Enter the Verb, Route, and Schedule.
 - b. Patient Instructions are default/consistent instructions that come from the Orderable Item. VA Patient Instructions are auto populated when either a drug is auto matched or manually matched, or the drug's Pharmacy Order Item has an entry for those instructions. If it is blank, enter VA Patient Instructions. Or if it needs to be edited, use the Replace function. Even abbreviated Patient Instructions from Medication Instruction files are allowed, which expand upon saving. This field holds the patient instructions for an eR_X. This field is transferred to the Pending Queue upon acceptance of an eR_X.

- c. Provider Comments are additional free text comments that the provider may enter. The VA Provider Comments field contains the eR_X Notes from the external provider and can be edited by entering <**Replace**>. Even abbreviated Provider Comments from Medication Instruction files are allowed, which expand upon saving. This field is transferred to the Pending Queue upon acceptance of an eR_X.
- d. Enter Patient Status and edit the Patient Status as required.
- e. Enter/edit VistA Quantity, VistA Days Supply, and VistA Renewals as needed.

NOTE: The VistA Days Supply prompt is pre-populated with an auto-calculated value given to the user as a suggested value for the Days Supply prompt. This value is displayed as [DAYS SUPPLY:(1-90): 90//], with suggested value behind two forward slashes. This value is derived from the values entered by the user in the Quantity prompt, the Units Per Dose prompt, and the Schedule prompt. The auto-calculated value is the result of dividing the Quantity by the Units Per Dose, then dividing the resulting value by the Schedule (Units Per Dose/Quantity/Schedule). This auto-calculated value is only a suggested entry for the user. The user can enter any amount that fits within the Days Supply range supplied by the eRx software.

When editing the Quantity field after the VistA drug has been linked, the Vista Quantity prompt is pre-populated with an auto-calculated value as a suggested value to the user. This value is displayed as [QTY:(1-90): 90//], with the suggested value behind two forward slashes. This value is derived from the values entered by the user in the Days Supply prompt, the Units Per Dose prompt, and the Schedule prompt. The auto-calculated value is the result of dividing the Days Supply by the Units Per Dose, then dividing the resulting value by the Schedule (Units Per Dose/Days Supply/Schedule). This auto-calculated value is only a suggested entry for the user. The user can enter any amount that fits within the Quantity range supplied by the eRX software.

- f. Enter Routing. Either <**M**> for Mail or <**W**> for Window.
- g. The system displays the Default eR_X Clinic setup by the site. If it is not configured, this field is blank. The user can select a clinic as required in either case.

NOTE: Setting up the Default eR_X Clinic is optional. Sites are encouraged to edit their OUTPATIENT SITE file (#59) to define the default eR_X clinic. The following field is added to the OUTPATIENT SITE file (#59): DEFAULT ERX CLINIC field (#10).

Please reference the Implementation Guide – Inbound ePrescribing (PSO*7.0*p581) on the VA Documentation Library (VDL) at the following link for details on setting up the default eR_X clinic for a site.

Outpatient Pharmacy VDL URL: https://www.va.gov/vdl/application.asp?appid=90

- h. Once all the drug/SIG fields have been edited and the drug/SIG sequence is complete, the edited information displays on the Drug Validation screen.
- i. The next step is to accept the validation <AV>, which is described in the next section.
- j. If you have to edit after this, you can pick the fields:
 - Select Item (s): Quit// E Edit
 - Which fields (s) would you like to edit? (1-10) or "A" 11: A//

NOTE: If the Default eR_X Clinic is changed from the one that is configured with the NPI Institution, of the receiving Pharmacy, the eR_X may not show up in OERR when processed. Refer to the Implementation Guide – Inbound ePrescribing (PSO*7.0*p581) on the VA Documentation Library (VDL) for details on setting up the Default eR_X Clinic for a site.

CS NOTE: The following block message displays upon selecting the Drug validation if the Provider's not authorized to write a scheduled Controlled Substance prescription.

Figure 3.6-44: Select Provider Not Authorized Message

CS NOTE: The following warning message displays upon selecting the validation if the Provider does not have a valid Detox number.

AV Accept Validation RJ Reject Select Item(s): Next Screen// EDIT eRx Drug: LORAZEPAM 1MG TAB [C-IV] eRx Sia: 1 tablet Twice a day Orally 3 day(s) eRx Notes: Drug Form: TABLET DOSAGE FORM Strength: MILLIGRAM
Code List Qualifier: Original Quantity Quantity Unit of Measure: TABLET DOSING UNIT Substitutions? :YES Days Supply: 3 Qty: 9 Refills: 0 Current Vista Drug: COCAINE 4% SOL 4ML UD/M [C-II] Select DRUG GENERIC NAME: COCAINE 4% SOL 4ML UD/M// BUPRENORPHINE 8MG/NALOXONEE TAB CN101 RESTRICTED TO APPROVED PROVIDERS ******* WARNING(S) does not have a valid DETOX#. VistA Provider

Figure 3.6-45: Select Provider Missing Valid Detox Number Warning Message

CS NOTE: The following block message displays upon selecting the Drug validation if the eRx is Non-Controlled Substance and the VistA drug is a Controlled Substance. The Accept Validation will be blocked.

Figure 3.6-46: Blocked Accept Validation Message

CS NOTE: The following warning message displays upon selecting an eRx that is a Controlled Substance, but the VistA drug selected is a Non-Controlled Substance.

Figure 3.6-47: Drug Validation Warning Message

CS NOTE: The following block message displays upon selecting an eRx that is not digitally signed and the VistA drug is a Controlled Substance.

AV Accept Validation Edit RJ Reject Select Item(s): Edit// eRx Drug: ASPIRIN 50MG eRx Sig: 1 tablet Twice a day Orally 3 day(s) eRx Notes:

Drug Form: TABLET DOSAGE FORM

Code List Qualifier: Original Quantity

Quantity Unit of Measure: TABLET DOSING Substitutions? :YES Qty: 10 Davs Supply: 5 Refills: 0 Select DRUG GENERIC NAME: CODEINE SULFATE 15MG TAB WRITTEN RX REQUIRED BEFORE PHARMACY CAN PROCESS CN101 TAB Select DRUG GENERIC NAME:

Figure 3.6-48: Drug Validation eRx without DS Message

NOTE: The following block message displays upon selecting an eRx that is digitally signed and the VistA drug is a Non-Controlled Substance.

AV Accept Validation Select Item(s): Edit// Edit eRx Drug: ASPIRIN 50MG eRx Sig: 1 tablet Twice a day Orally 3 day(s) eRx Notes:

Drug Form: TABLET DOSAGE FORM

Strength: MILLIGRAM

Code List Qualifier: Original Quantity Quantity Unit of Measure: TABLET DOSING Substitutions? :YES Qty: 10 Days Supply: 5 Refills: 0 Select DRUG GENERIC NAME: CODEINE SULFATE 15MG TAB WRITTEN RX REQUIRED BEFORE PHARMACY CAN PROCESS TAB CN101 eRx is not digitally signed and VistA Drug is CS ([C-II]). Select DRUG GENERIC NAME: ^

Figure 3.6-49: Drug Validation eRx without DS Message

CS NOTE: The following block message displays upon selecting an eRx that doesn't have a valid DEA number on file for the eRx Provider.

```
eRx Notes:
                                  Strenath:
Drua Form:
Code List Qualifier: Original Quantity Quantity Unit of Measure:
Substitutions? :YES
Qty: 10
                     Days Supply: 10
                                               Refills: 11
Select DRUG GENERIC NAME: diaze
                                      CN302
       DIAZEPAM 5MG (VALIUM) TAB
                                              N/F
                                                       NATL N/F; COS C
O-SIGNATURE FOR USE
       DIAZEPAM 5MG TAB
                              CN302
    2
                                          NATL FORM:
                                 CN302
    3
       DIAZEPAM 5MG TAB U.D.
                                              NATL FORM (NDC)
                                        CN302
       DIAZEPAM 5MG/ML 2ML INJ (ML)
                                                    NATL FORM (NDC)
CHOOSE 1-4: 2 DIAZEPAM 5MG TAB
                                 CN302
                                              NATL FORM:
************************
eRx Provider does not have a valid DEA#.
*******************************
Press Return to continue:
```

Figure 3.6-50: Drug Validation eRx with Invalid eRx Provider DEA Number Message

CS NOTE: The following block message displays upon selecting an eRx that doesn't have a valid DEA number on file for the VistA Provider.

```
eRx Notes:
Drug Form:
                                 Strength:
Code List Qualifier: Original Quantity Quantity Unit of Measure:
Substitutions? :YES
                     Days Supply: 10
                                              Refills: 11
Qty: 10
Select DRUG GENERIC NAME: diaze
       DIAZEPAM 5MG (VALIUM) TAB
                                     CN302
                                              N/F
                                                      NATL N/F; COS C
O-SIGNATURE FOR USE
       DIAZEPAM 5MG TAB
DIAZEPAM 5MG TAB U.D.
                             CN302
                                          NATL FORM:
    2
                                  CN302
    3
                                              NATL FORM (NDC)
       DIAZEPAM 5MG/ML 2ML INJ (ML)
                                        CN302
                                                    NATL FORM (NDC)
                                 CN302
CHOOSE 1-4: 2 DIAZEPAM 5MG TAB
                                             NATL FORM:
VistA Provider
                            does not have a valid DEA# on file.
********************************
Press Return to continue:
```

Figure 3.6-51: Drug Validation eRx with Invalid VistA Provider DEA Number Message

NOTE: The following block message displays upon selecting an eRx that has a mismatched DEA number on file for the Provider.

```
eRx Notes:
Drug Form:
                                    Strength:
Code List Qualifier: Original Quantity Quantity Unit of Measure:
Substitutions? :YES
Qty: 10
                      Days Supply: 10
                                                 Refills: 11
Select DRUG GENERIC NAME: diaze
    1 DIAZEPAM 5MG (VALIUM) TAB
                                       CN302
                                                 N/F
                                                          NATL N/F; COS C
O-SIGNATURE FOR USE
    SNATURE FOR USE

2 DIAZEPAM 5MG TAB CN302

3 DIAZEPAM 5MG TAB U.D. CN302

4 DIAZEPAM 5MG/ML 2ML INJ (ML)
                                 CN302 NATL <u>FORM;</u>
CN302 NATL FORM (NDC)
) CN302 NATL FORM
                                                       NATL FORM (NDC)
CHOOSE 1-4: 2 DIAZEPAM 5MG TAB
                                   CN302
                                                NATL FORM:
Provider DEA mismatch (eRx: | VistA:
********************************
Press Return to continue:
```

Figure 3.6-52: Drug Validation eRx with Provider DEA Number Mismatch Message

CS NOTE: The following warning message displays upon selecting an eRx that has a matching DEA number on file for the provider, but the eRx Provider's DEA contains a DEA suffix.

```
Current Vista Drug: PENTOBARBITAL 50MG/ML 50ML [C-II]
Select DRUG GENERIC NAME: PENTOBARBITAL 50MG/ML 50ML// CODE
       CODEINE 30MG & ASPIRIN C.T.
                                        CN101
       CODEINE PHOS. 30MG SYRINGE
CODEINE PHOS. 60MG SYRINGE
                                        CN101
                                       CN101
       CODEINE SULFATE 30MG C.T.
                                       CN101
       CODEINE 30MG & ACETAMIN ACETAMINOPHEN AND CODEINE 30MG
                                                               CN101
CHOOSE 1-5: 5 ACETAMINOPHEN AND CODEINE 30MG
Provider DEA suffix mismatch (eRx: WistA: VistA:
You have selected: ACETAMINOPHEN AND CODEINE 30MG
Would you like to use this drug/supply?
Enter Yes or No:
```

Figure 3.6-53: Drug Validation eRx with Provider DEA Number Suffix Mismatch Message

CS NOTE: The following warning message displays upon selecting an eRx that was written or issues after the VistA Provider's DEA number has expired.

```
eRx Notes:
Drug Form:
                                       Strength:
Code List Qualifier: Original Quantity Quantity Unit of Measure:
Substitutions? :YES
                        Days Supply: 10
Qty: 10
                                                      Refills: 11
Select DRUG GENERIC NAME: diaze
        DIAZEPAM 5MG (VALIUM) TAB
                                            CN302
                                                      N/F
                                                               NATL N/F; COS C
O-SIGNATURE FOR USE
        DIAZEPAM 5MG TAB U.D. CN302
DIAZEPAM 5MG TAB U.D. CN3
DIAZEPAM 5MG/ML 2ML INJ (ML)
                                                 NATL FORM:
                                     CN302
                                                      NATL FORM (NDC)
     3
                                               CN302
                                                            NATL FORM (NDC)
CHOOSE 1-4: 2 DIAZEPAM 5MG TAB
                                       CN302
                                                     NATL FORM:
**********
                                              ***********
                                 WARNING(S)
eRx Written Date/Issue Date is after the VistA Provider DEA expiration date
(JUL <u>22</u> 2021)
**********************************
Press Return to continue:
```

Figure 3.6-54: Drug Validation eRx Written After VistA Provider DEA Expiration Warning Message

CS NOTE: The following block message displays upon selecting an eRx that does not have a valid VistA Provider detox number on file.

```
eRx Notes:
Drug Form:
                                  Strength:
Code List Qualifier: Original Quantity Quantity Unit of Measure:
Substitutions? :YES
Qty: 10
                     Days Supply: 10
                                              Refills: 11
Select DRUG GENERIC NAME: diaze
       DIAZEPAM 5MG (VALIUM) TAB
                                      CN302
                                                       NATL N/F; COS C
                                              N/F
O-SIGNATURE FOR USE
       DIAZEPAM 5MG TAB CI
DIAZEPAM 5MG TAB U.D.
DIAZEPAM 5MG/ML 2ML INJ (ML)
                              CN302
                                          NATL FORM:
    3
                                 CN302
                                              NATL FORM (NDC)
                                        CN302
                                                    NATL FORM (NDC)
CHOOSE 1-4: 2 DIAZEPAM 5MG TAB
                              CN302
                                             NATL FORM:
VistA Provider
                           does not have a valid DETOX#
*******************
Press Return to continue:
```

Figure 3.6-55: Drug Validation eRx VistA Provider Invalid DEA Number Message

CS NOTE: The following warning message displays upon selecting an eRx that does not have a valid VistA Provider authorization to write the drug schedule.

```
eRx Notes:
Drug Form:
Code List Qualifier: Original Quantity Quantity Unit of Measure:
Substitutions? :YES
Qty: 10
                       Days Supply: 10
                                                   Refills: 11
Select DRUG GENERIC NAME: diaze
        DIAZEPAM 5MG (VALIUM) TAB
                                          CN302
                                                   N/F
                                                            NATL N/F; COS C
O-SIGNATURE FOR USE
        DIAZEPAM 5MG TAB
                                 CN302
                                              NATL FORM:
        DIAZEPAM 5MG TAB U.D.
DIAZEPAM 5MG/ML 2ML INJ (ML)
    3
                                      CN302
                                                   NATL FORM (NDC)
                                             CN302
    4
                                                          NATL FORM (NDC)
CHOOSE 1-4: 2 DIAZEPAM 5MG TAB
                                     CN302
                                                  NATL FORM:
***********
                                            ***********
                               WARNING(S)
                              is NOT authorized to write to the schedule
VistA Provider
([C-V]) of the VistA Drug selected.
Press Return to continue:
```

Figure 3.6-56: Drug Validation eRx VistA Provider Not Authorized Warning Message

CS NOTE: The following warning message displays upon selecting an eRx that is written/issued after the VistA Provider's DEA expiration date.

```
eRx Notes:
Drug Form:
                                  Strength:
Code List Qualifier: Original Quantity Quantity Unit of Measure:
Substitutions? :YES
                     Days Supply: 10
Qty: 10
                                               Refills: 11
Select DRUG GENERIC NAME: diaze
       DIAZEPAM 5MG (VALIUM) TAB
                                      CN302
                                               N/F
                                                        NATL N/F; COS C
O-SIGNATURE FOR USE
                              CN302
       DIAZEPAM 5MG TAB
                                           NATL FORM:
                                   CN302
       DIAZEPAM 5MG TAB U.D.
                                               NATL FORM (NDC)
                                         CN302
       DIAZEPAM 5MG/ML 2ML INJ (ML)
                                                     NATL FORM (NDC)
CHOOSE 1-4: 2 DIAZEPAM 5MG TAB
                                  CN302
                                              NATL FORM:
*********
                                        ***********
                             WARNING(S)
eRx Written Date/Issue Date is after the VistA Provider DEA expiration date
(JUL <u>22</u> 2021)
Press Return to continue:
```

Figure 3.6-57: Drug Validation eRx VistA Provider Not Authorized Warning Message

3.6.3.3.1 Additional Field-level Information:

- Quantity Unit of Measure is displayed in the eR_X Holding Queue > Validate Drug/SIG screen > Edit, along with the reference eR_X information.
- eR_X Quantity displays up to 5 digits after the decimal in the eR_X Holding Queue Summary/Details screen and VD > Edit screen.
- VistA Quantity is displayed same as eR_X Quantity if there are 2 digits after decimal places. If there are more than 2 digits after decimal places, VistA Quantity field is left blank so that the user can key in.
- eR_X Days Supply displays up to 999 in the eR_X Holding Queue Summary/Details screen and VD > Edit screen.
- VistA Days Supply is auto-calculated based on Units Per Dose, Quantity, and Schedule values. User can also key in a desired value in this field.
- eR_X Renewals displays up to 99 in the eR_X Holding Queue Summary/Details screen and VD > Edit screen.
- VistA Renewals allows a value between 0 and 11 only.
- VistA Renewals is auto-populated based on Dispensing Units, Quantity, and Days Supply values.
- Help text for VistA Quantity is under eR_X Holding Queue > Validate Drug/SIG screen > Edit.

3.6.3.3.2 Quantity/Days Supply Work Flow under Validate Drug/SIG > Edit:

Scenario 1: The updated Quantity/Days Supply work flow works in the holding queue for only available dosages such as 40MG, 80MG and so on. The Quantity divided by schedule is then divided by units per dose to provide the Days Supply value.

Available Dosage(s):

- 1.40MG
- 2.80MG

Scenario 2: Quantity/Days Supply auto-calculation does not function for available dosages such as SMALL AMOUNT/LIBERAL AMOUNT, DROP/DROPS, TEASPOONFUL, PATCH etc. For these available dosages, Holding queue VD screen works similar to CPRS, not auto-calculating Days Supply based on Quantity, Schedule, and Units per dose.

There are 2 Available Dosage(s):

- 1. 1 DROP
- 2.2 DROPS

There are 4 Available Dosage(s):

1.1 TEASPOONFUL

- 2.2 TEASPOONFULS
- 3.1 TABLESPOONFUL

There are 3 Available Dosage(s):

- 1. LIBERAL AMOUNT
- 2. SMALL AMOUNT
- 3. MODERATE AMOUNT

Scenario 3: Quantity/Days Supply auto-calculation does not function for drugs when there are no available dosages. Holding queue VD screen works similar to CPRS, not auto-calculating Days Supply based on Quantity, Schedule, and Units per dose.

There are NO Available Dosage(s).

Please Enter a Free Text Dose:

3.6.3.4 Accept Drug/SIG Validation

Once the VistA Drug/SIG information has been edited and reviewed for accuracy, the next step is to accept the validation <**AV**> on the Drug Validation screen. The system prompts the user to confirm the validation. After entering <**Y**> Yes, a message displays that the drug validation has been updated.

```
+ Enter ?? for more actions

P Print H Hold UH Un Hold

E Edit AV Accept Validation RJ Reject

Select Item(s): Next Screen// AV Accept Validation

Would you like to mark this drug as VALIDATED?

Enter Yes or No: YES//
Validation Updated!!

Type <Enter> to continue or '^' to exit:
```

Figure 3.6-58: Confirm Acceptance of Drug / SIG Validation

CS NOTE: The following block message displays upon selecting an eRx that does not have a valid VistA Provider authorization to write the drug schedule.

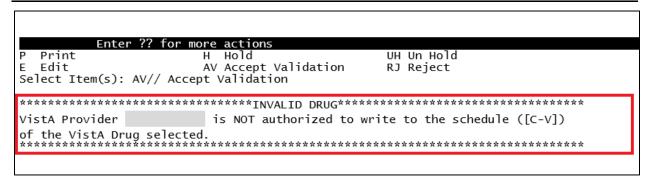


Figure 3.6-59: Drug Accept Validation eRx VistA Provider Not Authorized Block Message

CS NOTE: The following block message displays upon selecting an eRx that is written/issued after the VistA Provider's DEA expiration date.

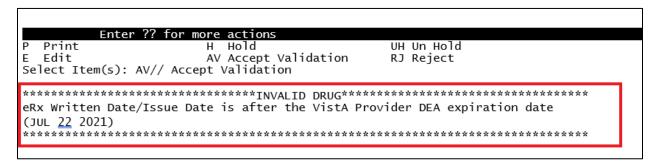


Figure 3.6-60: Drug Accept Validation eRx VistA Provider Not Authorized Block Message

CS NOTE: The following warning message displays upon selecting the eRx where the Provider's DEA number matches the VistA DEA number on file, but the eRx Provider DEA contains a DEA suffix.

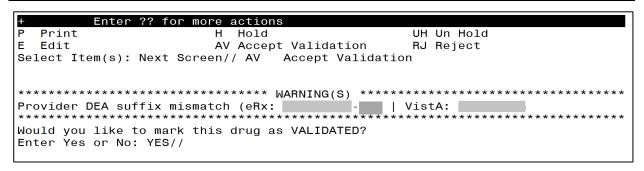


Figure 3.6-61: Drug Accept Validation eRx DEA Suffix Mismatch Message

The Status changes to "VALIDATED" on the Drug Validation screen, along with the user who performed the validation and date/timestamp. "[v]" also displays to the right of the VistA Drug field on the Summary/Details screen.

```
PSO ERX DRUG VALIDATION
                                                                                         3
                                  Jun 18, 2020@14:50:42
                                                                      Page:
eRx Patient:
eRx Reference #:
eRx HT: 152.4(cm)(11/13/2019)
                                                       eRx WT: 65.77(kg)(11/13/2019)
Status: VALIDATED (
                                            JUN 18, 2020@14:49:20)
Allergies: NKA
      Remote:
Adverse Reactions:
 (1) Vista Drug: FLUTICASONE PROP 50MCG 120D NASAL INHL
           Verb: INSTILL

*Dosage: 2 SPRAYS

*Route: NASAL

*Schedule: BID
 (2)
 (3) Pat Instructions:
          Enter ?? for more actions
   Print
                                                           UH Un Hold
                              H Hold
AV Accept Validation
   Edit
                                                           RJ Reject
Select Item(s): Next Screen//
```

Figure 3.6-62: Drug / SIG Validation Complete (Validate Drug / SIG Screen)

The modified VistA Drug/SIG information populates on the Drug/SIG Validation screen.

Press **Enter** to display Pages 2 and 3 of the Drug/SIG Validation screen.

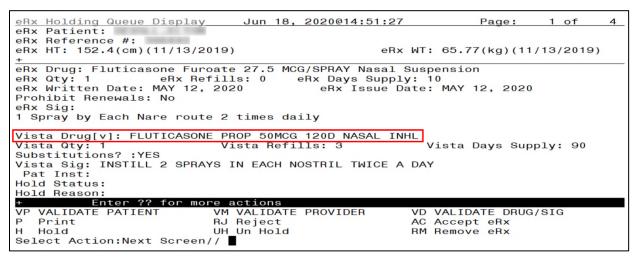


Figure 3.6-63: Drug / SIG Validation Complete (Summary/Details Screen)

3.6.3.5 Wait Status Flag "W"

When the user completes validating Patient, Provider and Drug/SIG for an eR_X, the status of the prescription changes from "I" In Process to "W" Wait in the Holding Queue's list view.

```
Jun 18, 2020@14:51:27
eRx Patient:
eRx Reference #:
eRx HT: 152.4(cm)(11/13/2019)
                                                   eRx WT: 65.77(kg)(11/13/2019)
eRx Drug: Fluticasone Furoate 27.5 MCG/SPRAY Nasal Suspension
eRx Qty: 1
                    eRx Refills: 0
                                       eRx Days Supply: 10
eRx Written Date: MAY 12, 2020
                                          eRx Issue Date: MAY 12, 2020
Prohibit Renewals: No
eRx Sig:
1 Spray by Each Nare route 2 times daily
Vista Drug[v]: FLUTICASONE PROP 50MCG 120D NASAL INHL
                            Vista Refills: 3
                                                         Vista Days Supply: 90
Vista Qty: 1
Substitutions? :YES
Vista Sig: INSTILL 2 SPRAYS IN EACH NOSTRIL TWICE A DAY Pat Inst:
Hold Status:
Hold Reason
        Enter ?? for more actions
VP VALIDATE PATIENT
                           VM VALIDATE PROVIDER
                                                       VD
                                                          VALIDATE DRUG/SIG
P Print
H Hold
                           RJ Reject
                                                       AC Accept eRx
                           UH Un Hold
                                                       RM Remove eRx
Select Action:Next Screen//
```

Figure 3.6-64: eR_x Holding Queue Summary/Details Screen with Validations Complete

"W" can now be seen in the status column.

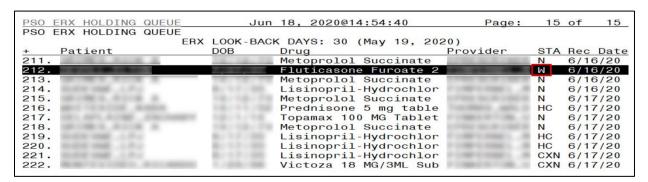


Figure 3.6-65: eR_x Holding Queue List View with eR_x Record in "W" Status

3.7 Accepting eRxes in the eRx Holding Queue

The following conditions must be met, before a fillable eR_X can be accepted and transmitted to the Pending Queue for further processing:

- 1. The eR_X cannot be on Hold. If the eR_X is on Hold, the eR_X status on the Holding Queue List has one of the Hold Status codes, and the Hold Status, Hold Reason, and the user who placed the eR_X on hold is displayed on the Summary/Details screen.
- 2. The eR_X cannot have a status of "Rejected" RJ, "Removed" RM, "Processed" PR or "Canceled" CAN/CXQ.

All validation steps, for patient, provider, and drug/SIG must be completed, including the <**AV**> Accept Validation action on the validate screens. For additional information on the validation steps, refer to section User Manual Unit 1 (PSO_7_0_P617_UM_1_2) available on the Veteran's Documentation Library (VDL).

3.12 Manual Validation

If a user attempts to accept an eR_X where one or more of the conditions have not been met, an error message displays indicating that the eR_X cannot be processed and the reason.

```
+ Enter ?? for more actions

VP VALIDATE PATIENT VM VALIDATE PROVIDER
P Print RJ Reject AC Accept eRx
H Hold UH Un Hold RM Remove eRx

Errors encountered during processing:

1.) Patient has not been manually validated.
2.) Provider has not been manually validated.
3.) Drug has not been manually validated.

Cannot process eRx.
```

Figure 3.12-1: Accept eR_X - Sample Validation Errors

After all the above pre-conditions have been met, to Accept an $eR_X < AC >$ from the Summary/Details screen, complete the following steps.

From the Summary/Details screen, type $\langle AC \rangle$ Accept eR_X .

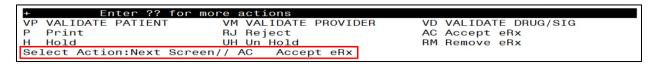


Figure 3.12-2: Accept eRxes

A message displays notifying the user that the eR_X was sent to Pending Outpatient Orders for further processing.

```
Select Action:Next Screen// AC Accept eRx
eRx #396440 sent to PENDING OUTPATIENT ORDERS!
Sending rxVerify Message to prescriber.
Type <Enter> to continue or '^' to exit:
```

Figure 3.12-3: eRxes Sent to Pending Outpatient Orders

The user can then go to Complete Orders from OERR or Patient Prescription Processing to view the eR_X information. Refer to section 3.23 Complete Orders from OERR and Patient Prescription Processing.

Complete Orders from OERR and Patient Prescription Processing.

NOTE: RxVerify messages are stored in the Hub for reporting purposes only. Unlike in the past, no NCPDP message will be sent back to the originating EHR system indicating that eR_X has been accepted.

CS NOTE: All Controlled Substance prescriptions checks for Patient, Provider, and Drug are reperformed at Accept eRx and any issues will prevent the eRx from being accepted.

3.13 Rejecting eRxes in the eRx Holding Queue

Reject is used to remove a fillable eR_X from the eR_X Holding Queue. Reject must be accompanied by a reject code/reason.

NOTE: Reject messages are stored in the Hub for reporting purposes only. Unlike in the past, no NCPDP message will be sent back to the originating EHR system indicating that eR_X has been rejected.

To reject an eR_X , complete the following steps:

- 1. From the Summary/Details screen, type <**RJ>** Reject.
- 2. Enter <Y> Yes to confirm the reject.
- 3. Enter a reason for the rejection. The following reasons are available:
- PTT01 Patient not eligible
- PTT02 Cannot resolve patient
- PVD01 Provider not eligible
- PVD02 Cannot resolve provider
- DRU01 Not eligible for renewals
- DRU02 Non-formulary drug
- DRU03 Duplicate prescription found for this patient
- DRU04 Invalid quantity
- DRU05 Duplicate therapeutic class

- DRU06 Controlled substances are disallowed
- ERR01 Multiple errors, please contact the pharmacy
- ERR02 Incorrect pharmacy
- ERR03 Issues with prescription, please contact the pharmacy
- PVD03 Missing/bad digital signature on inbound CS ERX
- PVD04 Prescriber's CS credential is not appropriate
- PTT03 Patient's mailing address is missing/mismatched
- ERR99 Other
- 4. Type additional comments as to why the eR_X is being rejected and press <Enter>. These comments are optional.

```
Select Action:Next Screen// RJ Reject
Would you like to 'Reject' eRx #395911? Y// ES
Select REJECT reason code: PTT02 Cannot resolve Patient
Additional Comments (Optional):
Rejection message sent.
Type <Enter> to continue or '^' to exit:
```

Figure 3.13-1: Rejecting an eRx

Once the eR_X is rejected, the details of the reject message are available in the IEP Processing Hub as reference. Refer to Figure 3.13-2.

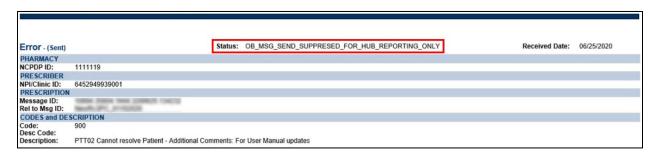


Figure 3.13-2: Reject Message in Processing Hub

3.14 Do Not Fill

If a Controlled Substance record contains a value of 'E', the following message will display to inform the user that this is a DO NOT FILL record per the Provider.

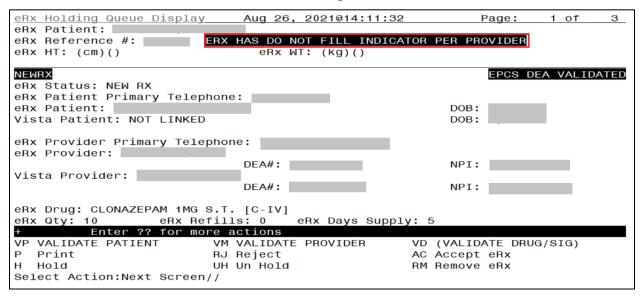


Figure 3.14-1: eRx has Do Not Fill Indicator Per Provider

The user will be prompted to select REMOVE or REJECT actions.

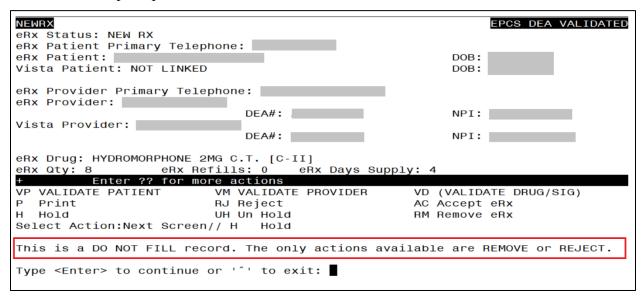


Figure 3.14-2: Do Not Fill Error Message

3.15 Printing in the eR_X Holding Queue

From the Summary/Details screen and from any of the validate screens, the P Print action is available to print the P Print action is available for all records in the Holding Queue.

- 1. Enter <**P>** Print.
- 2. Enter the Device (local or network printer) and press **Enter**>.

The print display of the eR_X prints to the selected printer.

```
Supervisor:
Agent Last Name:
Agent First Name:
Last:
First:
Mid:
                           Sex: FEMALE
eRx Drug: Prednisone 5 mg tablet
eRx Written Date: JUN 09, 2020@15:57:56
                                            eRx Issue Date:
Cty: 24 Days Suppl
Code List Qualifier: Original Quantity
                         Days Supply: 6
Drug Form:
Strength: MILLIGRAM
Refills: 0
Prohibit Renewals: No
Substitutions?: YES
eRx Sig:
Take 6 tablets by mouth once daily for 2 days, then take 4 tablets by mouth once
daily for 2 days, then take 2 tablets by mouth once daily for 2 days
eRx Reference #:
Message ID:
Substitutions?: YES
```

Figure 3.15-1: Print Display of Non-Controlled Substance eRx

VAMC PHARMACY
Address:
Primary Telephone: NCPDP:

Last:
First:
Address:
NPI:
DEA:
State Lic:
Primary Telephone:
Fax:
Supervisor:
Agent Last Name: Agent First Name:
Agent Middle Name:

Last:
First:
Mid:
SSN: Sex:
Address:
DOB: Primary Telephone:
DOB: Primary Telephone: eRx WT: 167.64(cm)(10/05/2020) eRx WT: 64.86(kg)(10/05/2020)

eRx Drug: LORAZEPAM 2MG/ML ORAL CONCENTRATE [C-IV]
eRx Written Date: JUN 08, 2021 eRx Issue Date: JUN 08, 2021 Qty: 60 Days Supply: 30
Code List Qualifier: Original Quantity
Drug Form: TABLET DOSAGE FORM
Strength: MILLIGRAM
Refills: 0
Prohibit Renewals: No
Substitutions?: YES
eRx Sig: 1 tablet Twice a day Orally 30 day(s)
eRx Reference #:
Message ID: Substitutions?: YES
Comments: Take 2 tablets everyday

Figure 3.15-2: Print Display of Controlled Substance eR_X

3.16 Placing eRxes on Hold in the eRx Holding Queue

A fillable eR_X can be placed on hold for several reasons indicating that there is an issue with the eR_X .

- 1. To place an eR_X on hold, type <**H**> Hold from the Summary/Details screen or any of the validate screens.
- 2. Enter a hold reason from the available reasons. The following reasons are available:
- HPT PATIENT NOT FOUND
- HPD PROVIDER NOT FOUND
- HNF NON-FORMULARY DRUG THAT NEEDS APPROVAL
- HSO INSUFFICIENT STOCK
- HDI DRUG-DRUG INTERACTION
- HAD ADVERSE DRUG INTERACTION
- HBA BAD ADDRESS
- HPC PROVIDER CONTACTED
- HPA PRIOR APPROVAL NEEDED
- HOR OTHER REASON
- HPP PATIENT CONTACTED
- HPR HOLD DUE TO PATIENT REQUEST
- HQY QUANTITY OR REFILL ISSUE
- HCR PRESCRIBER'S CS CREDENTIAL IS NOT APPROPRIATE
- HWR CS PRESCRIPTION WRITTEN/ISSUE DATE HAS PROBLEMS
- HIS PROVIDER DEA# ISSUE
- HRX HOLD FOR RX EDIT
- HDE DRUG USE EVALUATION
- HTI THERAPUTIC INTERCHANGE
- 3. To view the available hold reasons, enter a double question mark <?? > at the "Select HOLD reason code" prompt, refer to Figure 3.19-1. The available hold reasons display.

```
Select Item(s): Quit// H
                            Hold
Select HOLD reason code: ??
   Choose from:
                HPT
                         PATIENT NOT FOUND
   118
                HPD
   119
                         PROVIDER NOT FOUND
                         NON-FORMULARY DRUG THAT NEEDS APPROVAL
   120
                HNF
   121
                         INSUFFICIENT STOCK
                HSO
   122
                         DRUG-DRUG INTERACTION
                HDI
                         ADVERSE DRUG INTERACTION
   123
                HAD
   124
                HBA
                         BAD ADDRESS
   125
                HPC
                         PROVIDER CONTACTED
   126
                HPA
                         PRIOR APPROVAL NEEDED
   127
                HOR
                         OTHER REASON
   128
                HPP
                         PATIENT CONTACTED
                        HOLD DUE TO PATIENT REQUEST
   129
                HPR
   130
                HQY
                         QUANTITY OR REFILL ISSUE
                         PRECRIBER'S CS CREDENTIAL IS NOT APPROPRIATE
   1618
                HCR
                         CS PRESCRIPTION WRITTEN/ISSUE DATE HAS PROBLEMS
   1619
                HWR
   1620
                HIS
                         PROVIDER DEA# ISSUE
   1621
                HRX
                         HOLD FOR RX EDIT
   1622
                HDE
                         DRUG USE EVALUATION
                         THERAPUTIC INTERCHANGE
   1623
                HTI
                                    to exit:
   Type <Enter>
                to continue or '^
```

Figure 3.16-1: Hold eRx

- 4. Enter the reason code at the "Select HOLD Reason code:" prompt and press **Enter**>.
- 5. A prompt displays asking for additional comments on the reason for the hold. These comments are optional. Either press **Enter**> to complete the hold process or add comments and then press **Enter**>.

```
Select HOLD reason code: HPT PATIENT NOT FOUND Additional Comments (Optional): For User Manual updates
```

Figure 3.16-2: Select Hold Reason Code

The Hold Status, Hold Reason, and the user placing the eR_X on hold display below the VistA Drug section on the Summary/Details screen.

```
Hold Status: HPT - PATIENT NOT FOUND
Hold Reason: For User Manual updates
Placed on hold by:
```

Figure 3.16-3: Hold Status and Reason

The hold status also displays in the "Status" column (STA) on the Holding Queue List screen.

PSO	ERX HOLDING	QUEUE	Jun 25, 2020@14:05:33	Page:	4	of 8
PSO	ERX HOLDING	QUEUE				
		ERX	LOOK-BACK DAYS: 30 (May 26, 2020))		
+	Patient			Provider ST	A	Rec Date
56.		T . MIC . MIC T	Azithromycin 250 MG O	N		1/13/20
57.	Market and the control of		Lisinopril-Hydrochlor	CA	X	1/13/20
58.	A SECTION AND LABOUR TO A		simvastatin 40 mg tab _	N		1/14/20
59.	THE RESERVE		Azithromycin 250 MG 0	HP	T	1/15/20
60.	Section 1. Section 2.		Azithromycin 250 MG 0	N		1/15/20
61.	1,0075000001110	STATE OF THE PARTY.	KENALOG-40 40 MG/ML V	N		1/15/20
62.	ROBE SHIPPINGS		Azithromycin 250 MG O	N		1/23/20
63.	CHECK THE ARCHITECTURE	CONTRACTOR OF	Ventolin HFA 90 mcg/a	CA	P	1/24/20
64.	Market Street, Street, St.		BUSPIRONE HCL 10MG TA	CA	O	1/27/20
65.	MORE SHIELDS		Azithromycin 250 MG O	N		1/27/20
66.			Azithromycin 250 MG O	N		1/27/20
67.	NUMBER OF STREET		Azithromycin 250 MG O	N		1/28/20
68.		THE REAL PROPERTY.	Azithromycin 250 MG O	N		1/28/20
69.		- AND THE RE	Ventolin HFA 90 mcg/a	CA		1/28/20
70.	A SECULAR DE LA COLUMN DE LA CO		Ventolin HFA 90 mcg/a _	CA	P	1/28/20
+		?? for mo	ore actions			
	Select Item		SO Sort Entries			
	Search Queue		MV_Message View			
Sele	ect Action:Ne	ext Screen	1//			

Figure 3.16-4: Hold Status in Status Column

NOTE: When a fillable eR_X is put on 'Hold' the only actions available for the user are UH/Un Hold, P/Print and SH/Status History.

3.17 Un Hold eR_X in the eR_X Holding Queue

eR_Xes may be removed from a hold by typing $\langle UH \rangle$ Un Hold. Users who see the Un Hold function in parentheses "()" are not able to remove an eR_X from a hold.

```
VP VALIDATE PATIENT

Print

RJ Reject

H Hold

UH Un Hold

Select Action:Next Screen// U Un Hold

RX removed from hold status, and placed to 'In process'.

Type <Enter> to continue or '^' to exit:
```

Figure 3.17-1: Un Hold eRx

NOTE: When a user exercises Un Hold option on a NewR_X record that is in one of the Hold statuses, if all the 3 validations (Patient, Provider, and Drug/SIG) are complete, the eR_X record's status changes to "W" (Wait). When a user exercises Un Hold option on a NewR_X record that is in one of the Hold statuses, if all the 3 validations (Patient, Provider, and Drug/SIG) are not complete, the eR_X record's status changes to "I" (In Process).

3.18 Removing eRxes in the eRx Holding Queue

A fillable eR_X can be removed from the Holding Queue without sending a message back to the originating external provider. Sample scenarios include, but are not limited to, the patient requested that the eR_X not be filled, or the user has been unable to contact the provider or patient for a significant amount of time.

To remove an eR_X from the Holding Queue:

- 1. From the Summary/Details screen, type <**RM**> Remove.
- 2. Enter a reason for the eR_X removal. The following removal reasons are available:
- REM01 Drug out of stock or on backorder and unavailable for processing
- REM02 Patient was not able to pick up
- REM03 Prescription canceled by Provider
- REM04 Prescription processed manually
- REM05 Provider will cancel this eR_X and submit another
- REM06 Unable to mail prescription and patient unable to pick up
- REM07 Unable to contact patient
- REM08 Unable to contact provider
- REM91 Undefined system error
- REM92 Other
- REM09 ERX Issue not resolved Provider contacted

3. Type additional comments as to why the eR_X is being removed and press **Enter**. These comments are optional.

Once the eR_X is removed, the status changes to "RM" and it no longer displays in the default Holding Queue List; however, the eR_X can be accessed via the search action from the main Holding Queue List screen using one or more of the search criteria. Refer to section 3.22.1 Searching eRXes.

```
VP VALIDATE PATIENT VM VALIDATE PROVIDER VD VALIDATE DRUG/SIG P Print RJ Reject AC Accept eRx H Hold UH Un Hold RM Remove eRx
Select Action:Next Screen// RM Remove eRx
Would you like to 'Remove' eRx #393270? Y// ES
Select REMOVAL reason code: REM01 Drug out of stock or on backorder and un available for processing Additional Comments (Optional): For User Manual updates
```

Figure 3.18-1: Removing an eR_X

NOTE: If the Remove function is in parentheses "()", the user is not able to remove an eR_X . If the action is still attempted, the user receives a message that the action is not available.

3.19 Searching and Sorting in the eR_X Holding Queue

Users can search and sort eR_X es in the Holding Queue. Searching and sorting eR_X es is described in the following sections.

3.19.1 Searching eRxes

Searching and filtering of eR_X es is available by typing <**SR**> Search Queue at the "Select Action" prompt. The Search Queue screen displays. Users can search using one or more of the following search criteria in the Traditional View:

- 1. PATIENT NAME
- 2. DATE OF BIRTH
- 3. RECEIVED DATE RANGE
- 4. PROVIDER NAME
- 5. ERX STATUS
- 6. DRUG NAME
- 7. MESSAGE TYPE
- 8. ERX REFERENCE NUMBER

```
Select Action:Next Screen// SR Search Queue

1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE RANGE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE
8.) ERX REFERENCE NUMBER
```

Figure 3.19-1: Search Queue Actions

- The display contains all eR_Xes satisfying the search criteria. The list is refreshed depending on the action performed. After an action is performed, the user can return to the original filtered list.
- The number of eR_X records displayed in the Holding Queue's list view is based on the ERX DEFAULT LOOKBACK DAYS file (#10.2) configured in OUTPATIENT SITE file (#59).
- By default, the ERX DEFAULT LOOKBACK DAYS field is blank, so the software goes back 365 days.
- If the Pharmacy user would like to see eR_X records received from older dates, the user can use the Search (SR) option and select the "Received Date Range" (#3), to retrieve those records.

3.19.1.1 Search eR_X – Patient Name

Users can search by patient name. A search initiated with a partial patient name may return multiple patient names, from which one patient can be selected. Selecting a patient displays the eR_X es for that patient.

To search by patient name:

- 1. From the eR_X Holding Queue List screen, type $\langle SR \rangle$ Search Queue.
- 2. From the Search Queue, type <1> or PATIENT NAME.

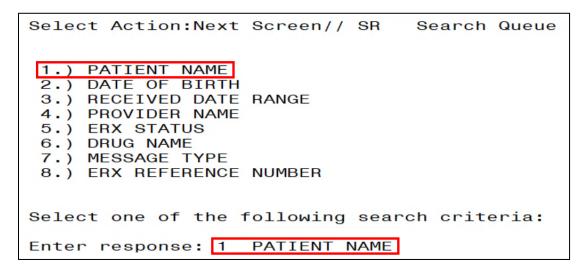


Figure 3.19-2: Search Criteria - Patient Name

3. Type the full or partial name of the patient press **Enter**>. If multiple patients exist for the search criteria entered, select the correct patient from the list provided.

```
Select ERX EXTERNAL PATIENT NAME: INBERXPCTEST

1 INBERXPCTESTPATA, ONEA 01-01-1977 420431212
2 INBERXPCTESTPATB, ONEB 02-01-1979 420-43-1222
3 INBERXPCTESTPATF, ONEF 05-01-1979 420-43-0006
CHOOSE 1-3:
```

Figure 3.19-3: Patient Name Search

4. A message displays indicating that the user can enter additional search criteria or press <**Enter>** to continue with the current search.

The search results display. To execute another search, enter **Shift>+<^>** or **Q>** Quit to exit the current search and return to the original Holding Queue List. The **SR** Search Queue action is in parentheses, indicating that the user must exit the current search to execute a new search.

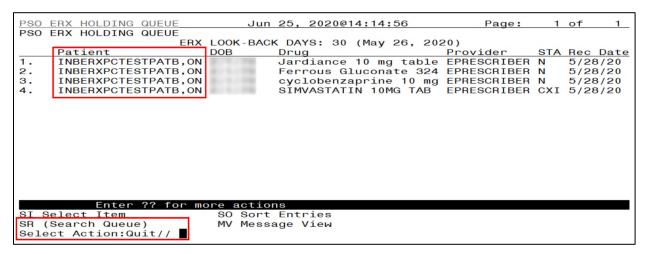


Figure 3.19-4: Search eR_X by Patient Name Results

3.19.1.2 Search eR_X - Date of Birth

To search by patient's date of birth:

- 1. From the eR_X Holding Queue List screen, type $\langle SR \rangle$ Search Queue.
- 2. From the Search Queue Type <2> or DATE OF BIRTH.
- 3. Enter the date of birth and press **Enter**>.

A message displays indicating that the user can enter additional search criteria or press <**Enter>** to continue with the current search.

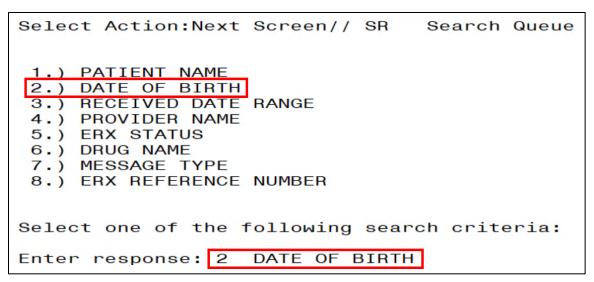


Figure 3.19-5: Search Criteria - Date of Birth

The search results in the following display:

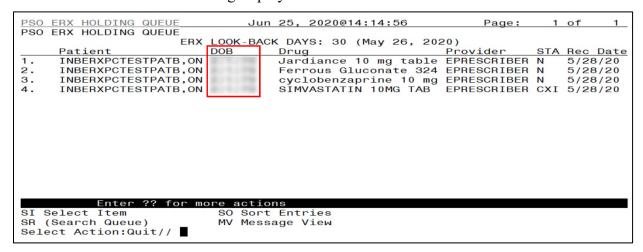


Figure 3.19-6: Search eR_X by Date of Birth Results

3.19.1.3 Search eR_x – Received Date Range

To search for an eR_X by a received date range:

- 1. From the eR_X Holding Queue List screen, type $\langle SR \rangle$ Search Queue.
- 2. Type <3> or RECEIVED DATE RANGE.

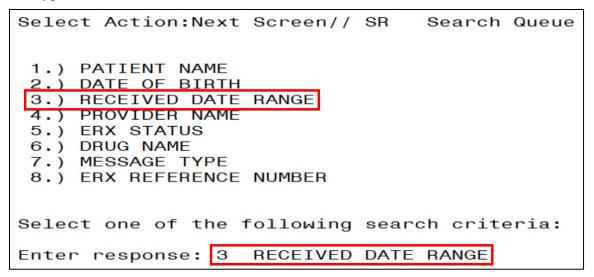


Figure 3.19-7: Search Criteria - Received Date Range

- 3. Enter the beginning date and press **Enter**.
- 4. Enter the ending date and press **Enter**.
- 5. A message displays indicating that the user can enter additional search criteria or press < Enter > to continue with the current search.

```
Select one of the following search criteria:

Enter response: 3 RECEIVED DATE RANGE
Enter the beginning date: 6/1/2020
Enter the ending date: T//
```

Figure 3.19-8: Enter Beginning and Ending Date

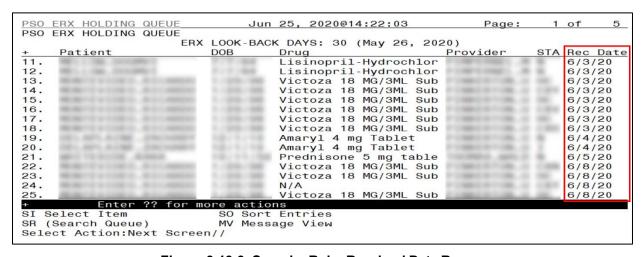


Figure 3.19-9: Search eR_x by Received Date Range

3.19.1.4 Search eR_X – Provider Name

To search for an eR_X by a provider:

- 1. From the eR_X Holding Queue List screen, type $\langle SR \rangle$ Search Queue.
- 2. Type <4> or PROVIDER NAME.

```
Select Action:Next Screen// SR Search Queue

1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE RANGE

4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE
8.) ERX REFERENCE NUMBER

Select one of the following search criteria:
Enter response: 4 PROVIDER NAME
```

Figure 3.19-10: Search Criteria - Provider Name

3. Type the provider's name and press **Enter**>.

```
Enter response: 4 PROVIDER NAME
Select PROVIDER: eprescriber
1 EPRESCRIBER, ERX AUTOMATED
```

Figure 3.19-11: Enter Provider Name

The search results display.

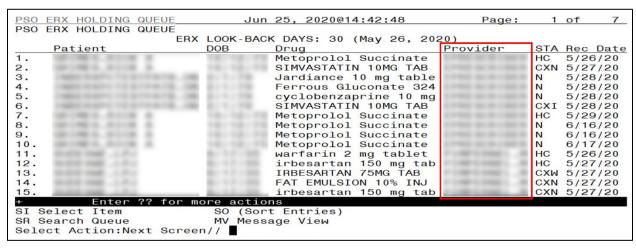


Figure 3.19-12: Search eR_X by Provider

3.19.1.5 Search eR_X – ERX Status

To search for an eR_X by Status:

- 1. From the eR_X Holding Queue List screen, type $\langle SR \rangle$ Search Queue.
- 2. Type <5> or ERX STATUS.
- 3. Enter the eR_X status and press \leq Enter \geq .

```
Select Action:Next Screen// SR Search Queue

1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE RANGE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE
8.) ERX REFERENCE NUMBER

Select one of the following search criteria:
Enter response: 5 ERX STATUS
```

Figure 3.19-13: Search Criteria - ERX Status

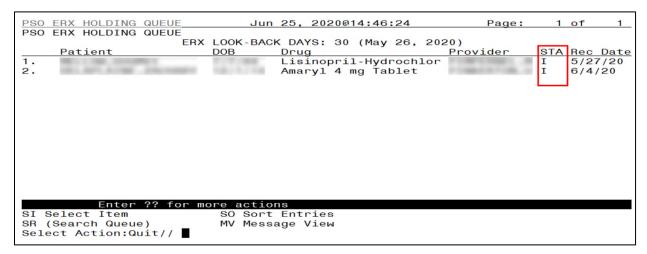


Figure 3.19-14: Search by eR_X Status

For more information on the available statuses in the Holding Queue, refer to the tables in Appendix B: Holding Queue Status Codes & Descriptions.

3.19.1.6 Search eR_X - Drug Name

To search for an eR_X by Drug Name:

- 1. From the eR_X Holding Queue List screen, type $\langle SR \rangle$ Search Queue.
- 2. Type <6> or DRUG NAME.
- 3. Type the name or partial name of the incoming eR_X drug and press <Enter>.

```
Select Action:Next Screen// SR Search Queue

1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE RANGE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE
8.) ERX REFERENCE NUMBER

Select one of the following search criteria:
Enter response: 6 DRUG NAME
```

Figure 3.19-15: Search Criteria - Drug Name

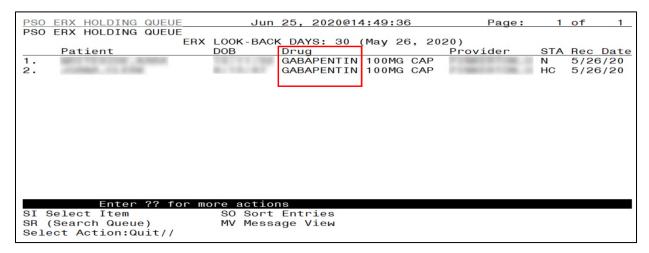


Figure 3.19-16: Search eRx by Drug Name

3.19.1.7 Search eR_x - Message Type

To search for an eR_X by Message Type:

- 1. From the eR_X Holding Queue List screen, type $\langle SR \rangle$ Search Queue.
- 2. Type <**7**> or MESSAGE TYPE.
- 3. Select the Message Type and press **Enter**>.

```
Select Action:Next Screen// SR Search Queue

1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE RANGE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE
8.) ERX REFERENCE NUMBER

Select one of the following search criteria:
Enter response: 7 MESSAGE TYPE
```

Figure 3.19-17: Search Criteria - Message Type

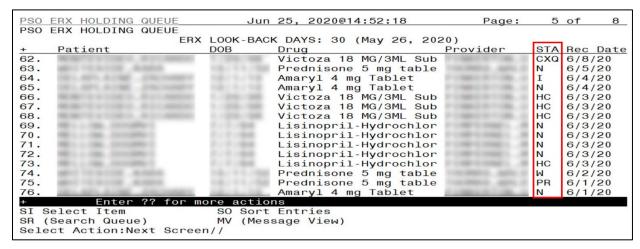


Figure 3.19-18: Search by Message Type

3.19.1.8 Search $eR_X - eR_X$ Reference Number

Users may also search for eR_X es by eR_X Reference Number. When searching by eR_X Reference Number, the user may search by either inbound or outbound message types.

To search for an inbound eR_X message type by eR_X Reference Number:

- 1. From the eR_X Holding Queue List screen, type $\langle SR \rangle$ Search Queue.
- 2. Type <8> or ERX REFERENCE NUMBER.
- 3. Enter the eR_X Reference Number and press \leq Enter \geq .

```
Select Action:Next Screen// SR Search Queue

1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE RANGE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE
8.) ERX REFERENCE NUMBER

Select one of the following search criteria:
Enter response: 8 ERX REFERENCE NUMBER
```

Figure 3.19-19: Search Criteria – eR_X Reference Number: Inbound

```
eRx Holding Queue Display
                                    Jun 25, 2020@14:54:50
                                                                         Page:
eRx Patient:
eRx Reference #:
eRx HT: 177.8(cm)(04/09/2020)
                                                         eRx WT: 90.26(kg)(04/09/2020)
NEWRX
eRx Status: NEW RX
eRx Patient Primary Telephone:
eRx Patient:
                                                                    DOB:
                                                                    DOB: N/A
Vista Patient: NOT LINKED
eRx Provider Primary Telephone:
Vista Provider:
eRx Drug: GABAPENTIN 100MG CAP
eRx Qty: 180 eRx Refills: 1
eRx Written Date: MAY 26, 2020
                                            eRx Days Supply: 60
                                                eRx Issue Date: MAY 26.
+ Enter ?? for more actions
VP VALIDATE PATIENT VM VALIDAT
P Print
                               VM VALIDATE PROVIDER
                                                                  (VALIDATE DRUG/SIG)
                               RJ Reject
UH_Un Hold
                                                              AC Accept eRx
RM Remove eRx
Select Action:Next Screen//
```

Figure 3.19-20: Search by eR_x Reference Number Results – Inbound eR_x Message Type

Under Patient Centric View, the user can use the following Search options:

- 1. Patient Name
- 2. Date of Birth
- 3. eR_x Reference Number

3.19.2 Sorting eRxes

VA users can sort eR_X es in the Holding Queue List. Sort parameters are retained at the user level when reentering the original list during the same session (i.e., when performing an action on an eR_X and then reentering the eR_X list). The default sort order of the Holding Queue List is the following:

- 1. Date Received Oldest date to Newest date.
- 2. Secondary sort by PATIENT NAME.
- 3. Grouped by Controlled Substance

Additional sorting of eR_xes is available by typing <**SO**> Sort Entries.

- The number of eR_X records displayed in the Holding Queue's list view is based on the ERX DEFAULT LOOKBACK DAYS file (#10.2) configured in OUTPATIENT SITE file (#59).
- By default, the ERX DEFAULT LOOKBACK DAYS field is blank, so the software goes back 365 days.
- If the Pharmacy user would like to see eR_X records received from older dates, the user can use the Search <**SR**> option and select the "Received Date Range" (#3), to retrieve those records.

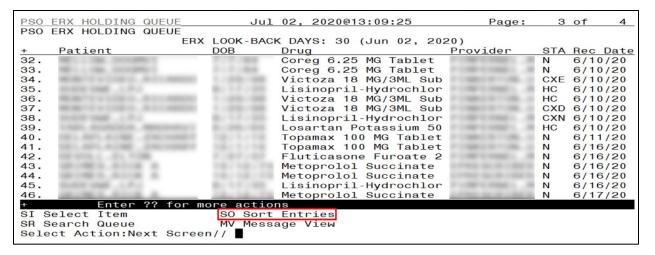


Figure 3.19-21: Sort Entries Action

eR_xes can be sorted by only one criterion at a time. The sort criteria include:

- Patient Name: Sorted by Patient in ascending order (A-Z), and within Patient by Received Date with most recent first, and then by Provider in ascending order (A-Z)
- Date of Birth: By DOB, newest Received Date first, Patient Name ascending
- Received Date Range: Sorted by Received Date with most recent first and within Received Date by Patient in ascending order (A-Z), and then by Provider in ascending order (A-Z)
- **Provider Name:** Sorted by Provider in ascending order (A-Z), and within Provider by Received Date with oldest first, and then by Patient in ascending order (A-Z)
- eRx Status: Drug Name ascending
- Drug Name: Patient Name ascending, newest Received Date first
- Message Type: RxRenewal Request, RxRenewal Response, NewRx, RxChange Request, RxFill, Inbound Error, Outbound Error, CancelRx Response, RxChange Response

3.19.2.1 Sort eR_X – Patient Name

To sort by patient:

- 1. From the eR_X Holding Queue List screen, type <**SO**> Sort Entries.
- 2. Type <1> or PATIENT NAME.

```
Select Action:Next Screen// SO Sort Entries

1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE

Select one of the following sort criteria:
Enter response: 1 PATIENT NAME
```

Figure 3.19-22: Sort by Patient Name

3. Enter Yes or No to group by Controlled Substance. If the user selects 'Yes', prescriptions are grouped by Controlled Substance for each sort. If the user selects 'No', the prescriptions are not grouped by a Controlled Substance for each sort.

```
1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE

Select one of the following sort criteria:
Enter response: 1 PATIENT NAME

Do you want to group by controlled substance?
Enter Yes or No: YES//
```

Figure 3.19-23: Group by Controlled Substance

4. The sorted entries display Sorted by Patient in ascending order (A-Z), and within Patient by Received Date Range with most recent first, and then by Provider in ascending order (A-Z).

3.19.2.2 Sort eR_x – Date of Birth

To sort by Date of Birth:

- 1. From the eR_X Holding Queue List screen, type <**SO**> Sort Entries.
- 2. Type <2> or DATE OF BIRTH.

```
1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE

Select one of the following sort criteria:
Enter response: 2 DATE OF BIRTH
```

Figure 3.19-24: Sort by Date of Birth

3. Enter Yes or No to group by Controlled Substance. If the user selects 'Yes', prescriptions are grouped by Controlled Substance for each sort. If the user selects 'No', the prescriptions are not grouped by a Controlled Substance for each sort.

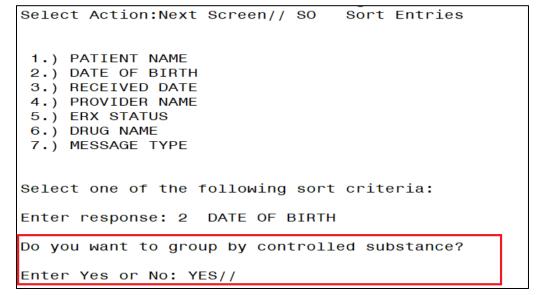


Figure 3.19-25: Group by Controlled Substance

4. The entries display by DOB, newest Received Date first, Patient Name ascending.

3.19.2.3 Sort eR_X – Received Date Range

To sort eRxes by received date (most recent date displays at top of sort results):

- 1. From the eR_X Holding Queue List screen, type <SO> Sort Entries.
- 2. Type <3> or RECEIVED DATE RANGE.

```
Select Action:Next Screen// SO Sort Entries

1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE

Select one of the following sort criteria:
Enter response: 3 RECEIVED DATE RANGE
```

Figure 3.19-26: Sort by Received Date Range

3. Enter Yes or No to group by Controlled Substance. If the user selects 'Yes', prescriptions are grouped by Controlled Substance for each sort. If the user selects 'No', the prescriptions are not grouped by a Controlled Substance for each sort.

```
Select Action:Next Screen// SO Sort Entries

1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE

Select one of the following sort criteria:
Enter response: 3 RECEIVED DATE RANGE

Do you want to group by controlled substance?
Enter Yes or No: YES//
```

Figure 3.19-27: Group by Controlled Substance

4. The entries sort by Received Date with most recent first and within Received Date by Patient in ascending order (A-Z), and then by Provider in ascending order (A-Z).

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3.19.2.4 Sort eR_X – Provider Name

To sort eR_Xes by provider name:

- 1. From the eR_X Holding Queue List screen, type <**SO**> Sort Entries.
- 2. Type <4> or PROVIDER NAME.

```
Select Action:Next Screen// SO Sort Entries

1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE

Select one of the following sort criteria:
Enter response: 4 PROVIDER NAME
```

Figure 3.19-28: Sort Criteria - Sort by Provider

3. Enter Yes or No to group by Controlled Substance. If the user selects 'Yes', prescriptions are grouped by Controlled Substance for each sort. If the user selects 'No', the prescriptions are not grouped by a Controlled Substance for each sort.

```
1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE

Select one of the following sort criteria:
Enter response: 4 PROVIDER NAME

Do you want to group by controlled substance?
Enter Yes or No: YES// ■
```

Figure 3.19-29: Group by Controlled Substance

4. The entries sort by Provider in ascending order (A-Z), and within Provider by Received Date with oldest first, and then by Patient in ascending order (A-Z).

3.19.2.5 Sort eR_x – ERX Status

To sort $eR_X es$ by eR_X Status:

- 1. From the eR_X Holding Queue List screen, type <**SO**> Sort Entries.
- 2. Type <5> or ERX STATUS.

```
Select Action:Next Screen// SO Sort Entries

1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE

Select one of the following sort criteria:
Enter response: 5 ERX STATUS
```

Figure 3.19-30: Sort Criteria – Sort by eR_X Status

3. Enter Yes or No to group by Controlled Substance. If the user selects 'Yes', prescriptions are grouped by Controlled Substance for each sort. If the user selects 'No', the prescriptions are not grouped by a Controlled Substance for each sort.

```
Select Action:Next Screen// SO Sort Entries

1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE

Select one of the following sort criteria:
Enter response: 5 ERX STATUS

Do you want to group by controlled substance?
Enter Yes or No: YES//
```

Figure 3.19-31: Group by Controlled Substance

4. The entries sort by Patient Name ascending, newest Received Date first.

3.19.2.6 Sort eR_X – Drug Name

To sort eR_Xes by Drug Name:

- 1. From the eR_X Holding Queue List screen, type <**SO**> Sort Entries.
- 2. Type <**6**> or DRUG NAME.

```
Select Action:Next Screen// SO Sort Entries

1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE

Select one of the following sort criteria:
Enter response: 6 DRUG NAME
```

Figure 3.19-32: Sort Criteria - Sort by Drug Name

3. Enter Yes or No to group by Controlled Substance. If the user selects 'Yes', prescriptions are grouped by Controlled Substance for each sort. If the user selects 'No', the prescriptions are not grouped by a Controlled Substance for each sort.

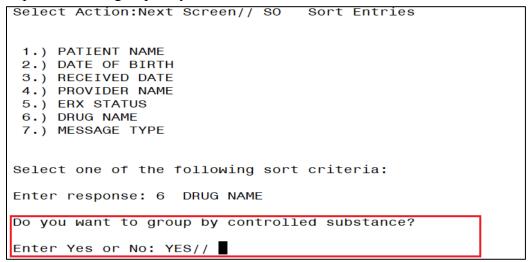


Figure 3.19-33: Group by Controlled Substance

4. The entries sort by Drug Name in ascending order.

3.19.2.7 Sort eR_x – Message Type

- 1. From the eR_X Holding Queue List screen, type <SO> Sort Entries.
- 2. Type <7> or MESSAGE TYPE.

```
Select Action:Next Screen// SO Sort Entries

1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE

Select one of the following sort criteria:
Enter response: 7 MESSAGE TYPE
```

Figure 3.19-34: Sort Criteria – Sort by Message Type

3. Enter Yes or No to group by Controlled Substance. If the user selects 'Yes', prescriptions are grouped by Controlled Substance for each sort. If the user selects 'No', the prescriptions are not grouped by a Controlled Substance for each sort.

```
1.) PATIENT NAME
2.) DATE OF BIRTH
3.) RECEIVED DATE
4.) PROVIDER NAME
5.) ERX STATUS
6.) DRUG NAME
7.) MESSAGE TYPE

Select one of the following sort criteria:
Enter response: 7 MESSAGE TYPE

Do you want to group by controlled substance?
Enter Yes or No: YES//
```

Figure 3.19-35: Group by Controlled Substance

4. The entries sort by Message Type in ascending order.

3.20 Complete Orders from OERR and Patient Prescription Processing

Following all the validation steps for patient, provider, and drug/SIG, and after the eR_X has been accepted, the eR_X advances to Pending Outpatient Orders file for further processing. The eR_X is further finished using either Complete Orders from OERR or Patient Prescription Processing.

The "&" symbol indicates that an eR_X was received from an external provider. eR_X records without the "&" symbol are VA eR_X es.

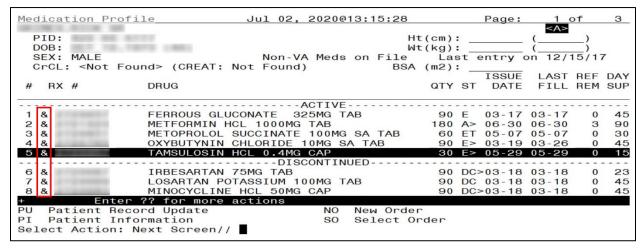


Figure 3.20-1: eRx Received from External Provider

The eR_X information displays at the top of the screen under the Secondary header, as shown in the figure below in both Complete Orders from OERR and Patient Prescription Processing. The hidden Option EP is provided in Outpatient to print the eR_X (see figure below).

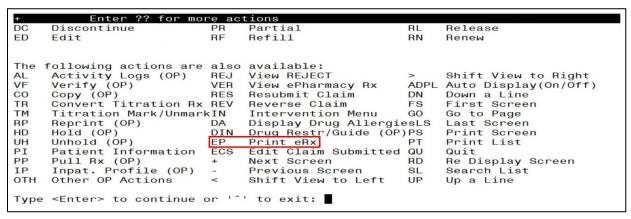


Figure 3.20-2: Hidden Option EP / Print Display of eRx

The eR_X information can be edited and either finished to process further for dispensing or discontinued as needed (such as a duplicate order, since it is not filtered in the eR_X Holding Queue).

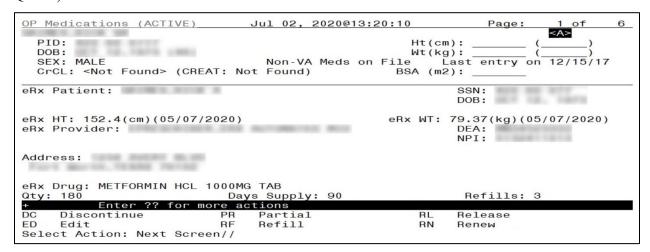


Figure 3.20-3: eRx Display in Pending Queue - Page 1

Refer to the user manuals available on the VA Documentation Library (VDL) for information on Complete Orders from OERR and Patient Prescription Processing.

Press **Enter** to view Pages 2 through 5 of the order in the Pending Queue.

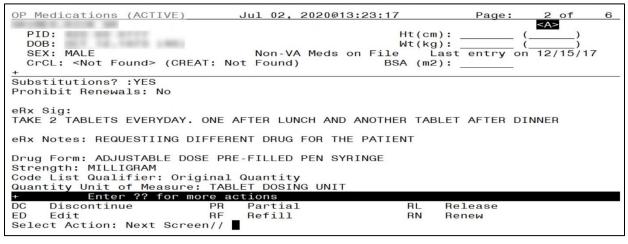


Figure 3.20-4: eR_x Order in Pending Queue - Page 2

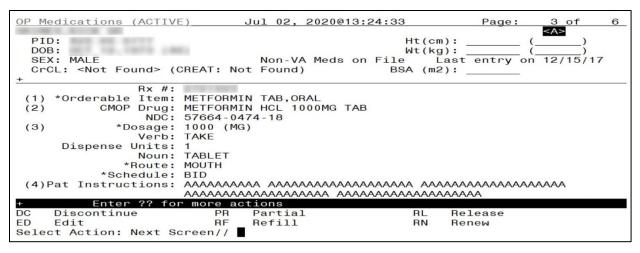


Figure 3.20-5: eR_x Order in Pending Queue - Page 3

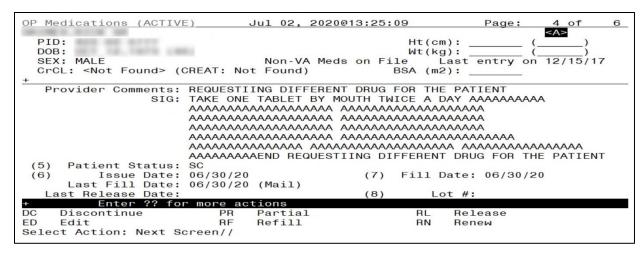


Figure 3.20-6: eR_X Order in Pending Queue - Page 4

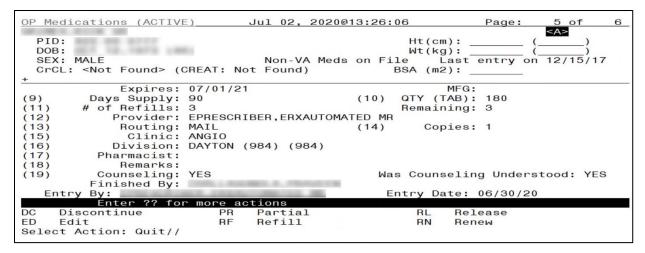


Figure 3.20-7: eR_x Order in Pending Queue - Page 5

NOTE:

- "eRx Date" on Holding Queue Summary screen Date when the eR_X was received in the VistA Holding Queue.
- "Date Written" on Validate Drug/SIG screen Date when the eR_X was received in the VistA Holding Queue.
- "Issue Date" on OERR/Backdoor Orders Summary screen Effective Date if sent by the provider; if not, it is Written Date, both as sent on the eR_X.
- "Written Date" displayed on Track/Audit screen on web GUI Written Date as sent on the eR_X.